

FILE

38

PUCO EXHIBIT FILING

RECEIVED-DOCKETING DIV

Date of Hearing: 5-12-11

2011 JUL 12 PM 3:30

Case No. 10-2463-EL-CSS PUCO

PUCO Case Caption:

Sherry A. Wiley v.

Duke Energy Ohio

List of exhibits being filed:

Respondent Exhibits

0- Respondent's Requests for Admissions

Reporter's Signature:

Date Submitted:

7-12-11

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business. Date Processed 7/12/11 technician

Sherry Wiley
5370 Aster Park Drive #909
Hamilton, OH 45011

V.

Respondent.

**RESPONDENT'S REQUESTS FOR ADMISSION, INTERROGATORIES
AND REQUESTS FOR DOCUMENTS TO COMPLAINANT**

INSTRUCTIONS FOR ANSWERING

-

Respondent Ex 0

4. You are under a continuing duty to seasonably supplement your answers with respect to any question directly addressed to the identity and location of persons having knowledge of discoverable matters, the identity and location of persons expected to be called as expert witnesses at trial, and the subject matter on which they are expected to testify and to correct any response which you know or later learn is not correct.

5. Space for your answers has been provided beneath each discovery request; should there not be sufficient space to complete your answer you may complete it in sequence on a separate appendix attached to the answers and identified appropriately.

6. If you are unable to fully answer any discovery request at this time, you are to answer the request as completely as you can based upon the information you now have.

DEFINITIONS AND INSTRUCTIONS

For the purposes of these discovery requests, unless otherwise stated, the following terms shall have the meanings indicated:

“Document” means the original and any copy, regardless of origin or location, of any data, correspondence, record, book, account book, pamphlet, periodical, letter, memorandum, telegram, cable, report, record, study, stenographic or handwritten note, working paper, invoice, voucher, check, statement, chart, graph, map, diagram, blueprint, table, index, picture, voice recording, tape, microfilm, tape data sheet, or data processing card or disc, or any other written, recorded, transcribed, punched, taped, filmed, or graphic matter, however stored, produced or reproduced, to which you have or have had access or the location of which is known to you.

“Person” includes natural persons, corporations, public corporations, governments, governmental agencies, boards, commissions, regulatory authorities, committees, partnerships, joint ventures, groups, firms, associations, limited liability companies, or other organizations and entities.

“Identify” with respect to a person means to provide the name, address and telephone number of that person.

“Identify” with respect to a document means to provide: the title of the document; the date the document was prepared; the name and address of its author; the location of the original document; and, if the original has been destroyed, the date and reasons for its destruction and the name and address of the person who destroyed the document.

“You,” “Complainant” or “Wiley” means Complainant Sherry Wiley.

“Respondent” or “DE-Ohio” means Defendant Duke Energy Ohio, Inc.

REQUESTS FOR ADMISSION

1. Admit that You first established gas and electric service with Respondent on April 3, 2010, at the residence located at 5370 Aster Park Drive #909, Hamilton, Ohio 45011 (the “Property”).

Answer:

2. Admit that Respondent has provided gas and electric services to you at the Property under Account #5840-2090-14-4.

Answer:

3. Admit that Account #5840-2090-14-4 has been your only account number for gas and electric services provided by Respondent since April 3, 2010.

Answer:

5. Admit that the document attached hereto as Exhibit A is a true and accurate copy of a bill generated by Respondent on April 22, 2010, for gas and electric services used at the Property and with a due date of May 14, 2010.

Answer:

6. Admit that You did not make any payments to Respondent on or before May 14, 2010, in response to the bill attached hereto as Exhibit A.

Answer:

7. Admit that the document attached hereto as Exhibit B is a true and accurate copy of a bill generated by Respondent on May 21, 2010, for gas and electric services used at the Property and with a due date of June 14, 2010.

Answer:

8. Admit that You did made a single payment of \$150.00 to Respondent on or before June 14, 2010, in response to the bill attached hereto as Exhibit B.

Answer:

9. Admit that the document attached hereto as Exhibit C is a true and accurate copy of a bill generated by Respondent on June 22, 2010, for gas and electric services used at the Property and with a due date of July 14, 2010.

Answer:

10. Admit that You did not make any payments to Respondent on or before July 14, 2010, in response to the bill attached hereto as Exhibit C.

Answer:

11. Admit that the document attached hereto as Exhibit D is a true and accurate copy of a bill generated by Respondent on July 22, 2010, for gas and electric services used at the Property and with a due date of August 13, 2010.

Answer:

12. Admit that You did not make any payments to Respondent on or before August 13, 2010, in response to the bill attached hereto as Exhibit D.

Answer:

13. Admit that Respondent received and applied a HEAP credit of \$271.00 on Your Account #5840-2090-14-4 before August 20, 2010.

Answer:

14. Admit that the document attached hereto as Exhibit E is a true and accurate copy of a bill generated by Respondent on August 20, 2010, for gas and electric services used at the Property and with a due date of September 13, 2010.

Answer:

15. Admit that You did not make any payments to Respondent on or before September 13, 2010, in response to the bill attached hereto as Exhibit E.

Answer:

16. Admit that the document attached hereto as Exhibit F is a true and accurate copy of a bill generated by Respondent on September 21, 2010, for gas and electric services used at the Property and with a due date of October 13, 2010.

Answer:

17. Admit that You did not make any payments to Respondent on or before October 13, 2010, in response to the bill attached hereto as Exhibit F.

Answer:

18. Admit that the document attached hereto as Exhibit G is a true and accurate copy of a bill generated by Respondent on October 20, 2010, for gas and electric services used at the Property and with a due date of November 11, 2010.

Answer:

19. Admit that You did not contact Respondent on or about September 13, 2010, concerning Your Account #5840-2090-14-4.

Answer:

20. Admit that You did not enter into a payment plan with Respondent on or about September 13, 2010, concerning Your Account #5840-2090-14-4.

Answer:

21. Admit that Respondent did not send you a letter dated in September 2010 which documented any payment plan concerning Your Account #5840-2090-14-4.

Answer:

22. Admit that Respondent disconnected the gas and electric services at the Property on October 19, 2010, for nonpayment.

Answer:

23. Admit that You contacted Respondent on October 20, 2010, after your gas and electric services had been disconnected by Respondent for nonpayment.

Answer:

24. Admit that You did not ask Respondent to restore your gas and electric services when you contacted Respondent on October 20, 2010.

Answer:

25. Admit that You did not agree to enter into a payment plan with Respondent to restore your gas and electric services when you contacted Respondent on October 20, 2010.

Answer:

26. Admit that You voluntarily entered into a payment plan with Respondent to restore your gas and electric services when you contacted Respondent on October 21, 2010.

Answer:

27. Admit that the past due balance owed by You to Respondent for gas and electric services under Account #5840-2090-14-4 as of October 21, 2010, was \$739.61.

Answer:

28. Admit that, as party of Your payment plan with Respondent, You voluntarily agreed to pay the past due balance of \$739.61 by paying \$175 down, plus a \$25 reconnection fee and all utility bills after October 21, 2010, in a timely manner.

Answer:

29. Admit that Respondent sent you a letter dated October 21, 2010, and signed by J.R. Rainear which documented the payment plan that You had voluntarily entered into with Respondent concerning Your Account #5840-2090-14-4.

Answer:

30. Admit that, on October 21, 2010, you paid \$175 to Respondent under the payment plan that You had voluntarily entered into with Respondent concerning Your Account #5840-2090-14-4.

Answer:

31. Admit that You are not entitled to any additional HEAP credit above and beyond the credit of \$271 which Respondent applied to Your Account #5840-2090-14-4 during August 201.

Answer:

32. Admit that the document attached hereto as Exhibit H is a true and accurate copy of a bill generated by Respondent on November 18, 2010, for gas and electric services used at the Property and with a due date of December 10, 2010.

Answer:

33. Admit that You made a single payment of \$100 to Respondent on or before December 10, 2010, in response to the bill attached hereto as Exhibit H.

Answer:

34. Admit that the document attached hereto as Exhibit I is a true and accurate copy of a bill generated by Respondent on December 21, 2010, for gas and electric services used at the Property and with a due date of January 12, 2011.

Answer:

35. Admit that You did not make any payments to Respondent on or before January 12, 2011, in response to the bill attached hereto as Exhibit I.

Answer:

36. Admit that the document attached hereto as Exhibit J is a true and accurate copy of a bill generated by Respondent on January 26, 2011, for gas and electric services used at the Property and with a due date of February 17, 2011.

Answer:

37. Admit that You did not make any payments to Respondent on or before February 17, 2011, in response to the bill attached hereto as Exhibit J.

Answer:

38. Admit that the documents attached hereto as Exhibits A through J accurately reflect your Account #5840-2090-14-4 with Respondent as of the dates of each bill.

Answer:

39. Admit that You received each of the documents attached hereto as Exhibits A through J within no more than 7 days of the date on which Respondent generated each of the bills.

Answer:

40. Admit that You have made only a single payment of \$100 to Respondent toward your Account #5840-2090-14-4 with Respondent since Respondent restored your gas and electric services on October 21, 2010.

Answer:

41. Admit that, as of January 26, 2011, You have owed the sum of \$979.70 to Respondent for gas and electric services used by You at the Property and billed to You under Account #5840-2090-14-4.

Answer:

42. Admit that You do not dispute the gas and electric services billed to Your Account #5840-2090-14-4 with Respondent since Respondent restored your gas and electric services on October 21, 2010.

Answer:

43. Admit that You do not dispute any of the gas and electric services billed to Your Account #5840-2090-14-4 with Respondent since April 3, 2010.

Answer:

44. Admit that Respondent did not wrongfully disconnect Your gas and electric services on October 19, 2010.

Answer:

45. Admit that You do not have any facts or evidence to support Your complaint against Respondent in this case.

Answer:

46. Admit that the documents attached hereto as Exhibits A through J accurately reflect all payments and credits made by You or to which You are otherwise entitled since you first started receiving gas and electric services from Respondent under Account #5840-2090-14-4.

Answer:

INTERROGATORIES

1. What is the name, title, address and phone number of each person assisting in the preparation of your answers to these interrogatories?

Answer:

2. What are the names, addresses, and telephone numbers of all people who have knowledge of any facts relating to the allegations of the Complaint?

Answer:

3. Identify all persons whom You expect to call as a witness in the hearing of this action.

Answer:

4. Identify all documents that You expect to use as evidence at the hearing of this action, and produce of copies of all such documents.

Answer:

5. What are the name, address, telephone number and fax number of the company which manages and/or owns the apartment complex in which You live?

Answer:

6. Identify each person who has knowledge of Your alleged use of the property manager's telephone and/or fax machine to communicate with Respondent during September 2010?

Answer:

7. Identify every telephone number that You have used to contact Respondent as well as the dates on which You used each particular telephone number to contact Respondent.

Answer:

8. Identify the names of each person at Respondent with whom You've communicated regarding Your utility account with Respondent as well as the dates for each such communication.

Answer:

REQUEST FOR PRODUCTION OF DOCUMENTS

1. Produce copies of all documents requested or identified in response to Interrogatories.

Answer:

2. Produce each document You intend to introduce at the hearing in this case.

Answer:

3. Produce copies of all documents supporting or in any way substantiating the allegations of your Complaint.

Answer:

4. Produce copies of all letters relating or referring in any manner to HEAP credits to which you were or may have been entitled in connection with Your gas and electric account with Respondent, including but not limited to, the letter that you claim to have faxed to Respondent during September 2010 and the additional letter that you received thereafter.

Answer:

5. Produce all documents supporting or in any way substantiating Your claim that You faxed a letter concerning HEAP credits to Respondent during September 2010, including but not limited to, any fax confirmation page.

Answer:

6. Copies of all other documents referring or relating to payments which You've made to Respondent.

Answer:

7. Copies of all cancelled checks relating to payments which You've made to Respondent.

Answer:

8. Copies of all documents referring or relating to any claim or contention that any of the gas and electric meters at the property located at 5370 Aster Park Drive #909, Hamilton, Ohio were misread or failed to operate properly since April 3, 2010.

Answer:

9. Copies of all documents referring or relating to communications between You and Respondent.

Answer:



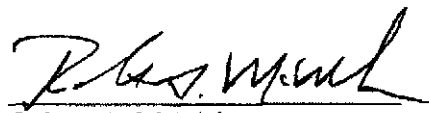
Robert A. McMahon (0064319)
Eberly McMahon LLC
2321 Kemper Lane, Suite 100
Cincinnati, OH 45206
tel: (513) 533-3441
fax: (513) 533-3554
email: bcmahon@emh-law.com

Attorneys for Duke Energy Ohio, Inc.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing discovery requests were served via regular US Mail, postage prepaid, on the 17th day of February, 2011, upon the following:

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


Robert A. McMahon



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 Enclosed



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

PO Box 9001076
Louisville KY 40290-1076

400 00000123803 58402090144 051420101 00000124958

Page 1 of 2

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	Payment 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	From	To	Days	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

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

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

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

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

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

Name	Service Address	Account Number
Sherry Wiley	5370 Astor 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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Description of Current Charges			
Gas		Duke Energy	
Meter - 000646838		Rate RS - Residential Service	
CCF Usage - 36		Fixed Delivery Service Charge	\$ 15.20
Apr 03 - Apr 21		Usage-Based Charge	
18 Days		36 CCF @ \$ 0.03272800	1.18
		Gas Delivery Riders	4.46
		Gas Cost Recovery	
		36 CCF @ \$ 0.56190000	20.23
			\$ 41.07
		Total Current Gas Charges	\$ 41.07
Electric		Duke Energy	
Meter - 010059480		Rate RS - Residential Svc-Winter	
kWh Usage - 248		Distribution-Customer Chg	\$ 3.30
Apr 03 - Apr 21		Delivery Charges	
18 Days		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
		Total Current Electric Charges	\$ 35.73

Summary of Agreement			
Summary		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)

EXHIBIT

B

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

Customer Name Address	For Inquiries Call	Account Number
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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
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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	Days	Current Reading	Previous	Difference
Gas	000646838	Apr 21 May 20	29	6639	6674	35
Elec	010059480	Apr 21 May 20	29	12346	12688	342

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

Amount Due -	Amount Due
Amt Due - Previous Bill	\$ 123.80
Late Payment Charge(s)	1.15
Balance Forward	724.95
Current Gas Charges	52.27
Current Electric Charges	50.75
Agmt #3059252 Ending Bal	93.00
Current Amount Due	\$ 320.97

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

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

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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

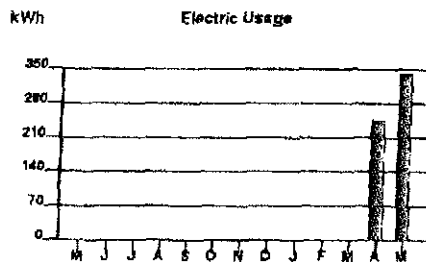
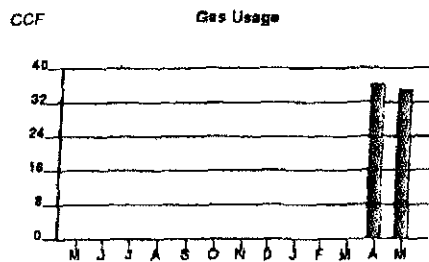
Explanation of Current Charges		
Gas Meter - 000646838 CCF Usage - 35 Apr 21 - May 20 29 Days	Duke Energy Rate RS - Residential Service Fixed Delivery Service Charge \$ 25.33 Usage-Based Charge 35 CCF @ \$ 0.03272800 1.15 Gas Delivery Riders 7.23 Gas Cost Recovery 35 CCF @ \$ 0.53021900 18.56	\$ 52.27
Total Current Gas Charges		\$ 52.27
Electric Meter - 010059480 kWh Usage - 342 Apr 21 - May 20 29 Days	Duke Energy Rate RS - Residential Svc-Winter Distribution-Customer Chg \$ 5.50 Delivery Charges 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
Total Current Electric Charges		\$ 50.75

Agreement Information			
Summary		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			

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



Calculations based on most recent 12 month history	
Total Usage	71
Average Usage	36

Calculations based on most recent 12 month history

Total Usage	580
Average Usage	285

[illegible]

REMINDER NOTICE

Due Date	Amount Due
Jul 14, 2010	\$ 354.58



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)



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
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Sherry Wiley Duke Energy 513-421-9500 5840-2090-14-4
5370 Aster Park Dr 1-800-544-6900
Apt: 909
Hamilton OH 45011

Bill Payments To	Account Information
------------------	---------------------

PO Box 9001076 Payments after Jun 22 not included Bill prepared on Jun 22, 2010
Louisville KY 40290-1076 Last payment received Jun 03 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	Current Reading	Previous Reading	Difference
Gas	000646838	May 20 Jun 21	32	6674	6699	25
Elec	010059480	May 20 Jun 21	32	12688	13656	968

Gas Charges	
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 Charges	
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	Due Date
Jul 14, 2010	\$ 354.58	Jul 14, 2010
		\$ 359.90

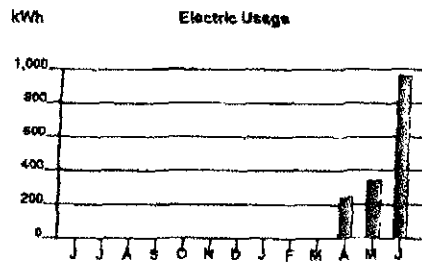
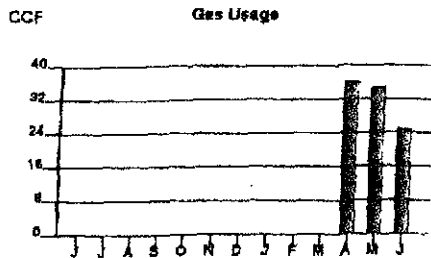
REMINDER NOTICE

Page 2 of 2

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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
Gas Meter - 000646838 CCF Usage - 25 May 20 - Jun 21 32 Days	Duke Energy 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	
Total Current Gas Charges		\$ 48.56
Electric Meter - 010059480 kWh Usage - 968 May 20 - Jun 21 32 Days	Duke Energy 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	
Total Current Electric Charges		\$ 132.49



Calculations based on most recent 12 month history
 Total Usage 86
 Average Usage 32

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	240	240	968

Account Number 5840-2090-14-4

50 14

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

Due Date
Aug 13, 2010

Amount Due
\$ 558.79

\$ _____
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 00000558796 58402090144 081320101 00000567175

Page 1 of 2

Name, Service Address	For Inquiry Call	Account Number
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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
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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	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 Bill
Am't 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.

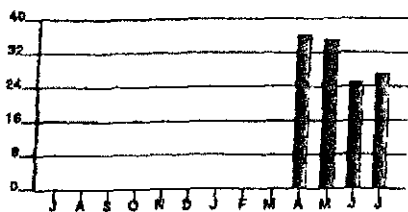
Due Date	Amount Due	Due
Aug 13, 2010	\$ 558.79	Aug 13, 2010
		\$ 567.17

Customer	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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

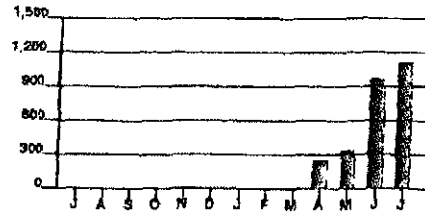
Explanation of Current Charges		
Gas Meter - 000646838	Duke Energy Rate RS - Residential Service	
CCF Usage - 27	Fixed Delivery Service Charge	\$ 25.33
Jun 21 - Jul 21 30 Days	Usage-Based Charge 27 CCF @ \$ 0.03272800	0.88
	Gas Delivery Riders	7.06
	Gas Cost Recovery 27 CCF @ \$ 0.68744910	18.56
	Total Current Gas Charges	\$ 51.83
Electric Meter - 010059480	Duke Energy Rate RS - Residential Svc-Summer	
kWh Usage - 1,120	Distribution-Customer Chg	\$ 5.50
Jun 21 - Jul 21 30 Days	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
	Total Current Electric Charges	\$ 152.38

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	30	35	25	27
Electric	0	0	0	0	0	0	0	0	0	243	342	966	1,120

EXHIBIT
E

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

Due Date	Amount Due
Sep 13, 2010	\$ 478.50

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

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

PO Box 9001076
Louisville KY 40290-1076

400 00000478504 58402090144 091320100 00000485683

Page 1 of 2

Home Service Address	For Meters 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

PO Box 9001076 Louisville KY 40290-1076	Payments after Aug 20 not included Next meter reading Sep 20, 2010	Bill prepared on Aug 20, 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	Start Reading	End Reading	Usage
					Previous	Present	
Gas	000546838	Jul 21	Aug 19	29	6726	6747	21
Elec	010059480	Jul 21	Aug 19	29	14776	15811	1,035

Usage -	21 CCF	
Duke Energy - Rate RS		\$ 47.09
Current Gas Charges		\$ 47.09
Gas Cost Recovery	\$0.68734420/CCF	

Current Bill	
Amt Due - Previous Bill	\$ 558.79
Heap Direct Credit	271.00c
Late Payment Charge(s)	4.32
Balance Forward	292.11
Current Gas Charges	47.09
Current Electric Charges	139.30
Current Amount Due	\$ 478.50

Usage -	1,035 kWh	
Duke Energy - Rate RS		\$ 139.30
Current Electric Charges		\$ 139.30

The PUCO approved an adjustment to Rider SAWR (part of the Delivery Riders) effective August 2, 2010. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.67 or -0.5%.

REMINDER NOTICE

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

REMINDER NOTICE

Page 2 of 2

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

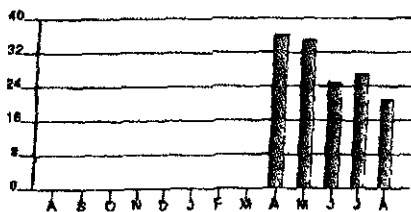
This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6873442 per CCF, which includes a base GCR of \$0.6553 and Ohio excise tax of \$0.0320442.

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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Summary of Current Charges		
Gas Meter - 000646838 CCF Usage - 21 Jul 21 - Aug 19 29 Days	Duke Energy 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 Total Current Gas Charges	\$ 47.09
Electric Meter - 010059480 kWh Usage - 1,035 Jul 21 - Aug 19 29 Days	Duke Energy 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 Total Current Electric Charges	139.30 \$ 139.30

CCF

Gas Usage



Calculations based on most recent 12 month history
 Total Usage 144
 Average Usage 28

kWh

Electric Usage



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	33	25	27	21
Electric	0	0	0	0	0	0	0	0	248	342	968	1,120	1,035

DISCONNECT NOTICE

Account Number 5840-2090-14-4

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Due Date	Amount Due
Oct 13, 2010	\$ 615.40

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 9001084
Louisville KY 40290-1084

410 00000615404 58402090144 101320103 00000624632

DISCONNECT NOTICE

Page 1 of 2

Name	Service Address	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

Address	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.

Service	Account Number	Reading Date	Reading	Previous Reading	Usage
Gas	000646838	Aug 19 Sep 20	32	6747	6770
Elec	010059480	Aug 19 Sep 20	32	15811	16401
					580

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

Amount	Amount
Amt Due - Previous Bill	\$ 478.50
Late Payment Charge(s)	7.18
Balance Forward	485.58
Current Gas Charges	48.06
Current Electric Charges	81.66
Current Amount Due	\$ 615.40

Usage	Amount
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	Amount Due
Oct 13, 2010	\$ 615.40	\$ 624.63

DISCONNECT NOTICE

Page 2 of 2

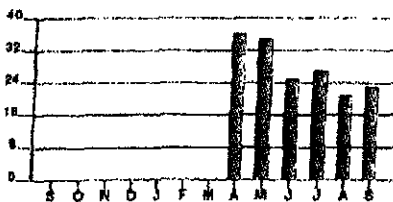
Customer Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Charges		
Gas Meter - 000646838 CCF Usage - 23 Aug 19 - Sep 20 32 Days	Duke Energy Rate RS - Residential Service Fixed Delivery Service Charge \$ 25.33 Usage-Based Charge 23 CCF @ \$ 0.03272800 0.75 Gas Delivery Riders 6.79 Gas Cost Recovery 23 CCF @ \$ 0.66059720 15.19	\$ 48.06
Total Current Gas Charges		\$ 48.06
Electric Meter - 010059480 kWh Usage - 590 Aug 19 - Sep 20 32 Days	Duke Energy Rate RS - Residential Svc-Summer Distribution-Customer Chg \$ 5.50 Delivery Charges 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 6.29 Rider TCR 3.02 Total Generation Charges \$ 56.13	81.66
Total Current Electric Charges		\$ 81.66

CCF

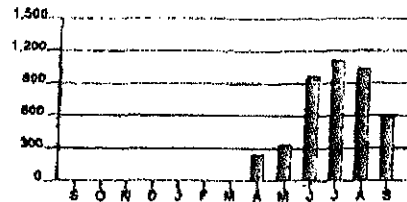
Gas Usage



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	93	26	27	21	23
Electric	0	0	0	0	0	0	0	248	342	848	1,120	1,030	590

Account Number 5840-2090-14-4

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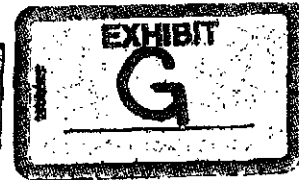
For less detailed billing information on
your monthly bill, check box on right

☐

DISCONNECT NOTICE

Due Date	Amount Due
Nov 11, 2010	\$ 739.61

\$ _____ \$ _____
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

410 00000739618 58402090144 111120102 00000750700

DISCONNECT NOTICE

Page 1 of 2

Customer Name & Address	Service Provider	Service Phone	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 9001076 Louisville KY 40290-1076	Payments after Oct 20 not included Bill prepared on Oct 20, 2010 Next meter reading Nov 17, 2010

IMPORTANT: If your service has not yet been disconnected, please pay \$478.50 immediately to avoid disconnection.

Meter	Number	Reading Date	Days	Reading	Previous	Usage
Gas	000646838	Sep 20 Oct 19	29	6770	6808	38
Elec	010059480	Sep 20 Oct 19	29	16401	16796	395

Gas - Residential
Usage - 38 CCF
Duke Energy - Rate RS \$ 56.63
Current Gas Charges \$ 56.63
Gas Cost Recovery \$0.58539110/CCF

Current Billing
Amt Due - Previous Bill \$ 615.40
Late Payment Charge(s) 9.23
Balance Forward 624.63
Current Gas Charges 56.63
Current Electric Charges 58.35
Current Amount Due \$ 739.61

Electric - Residential
Usage - 395 kWh
Duke Energy - Rate RS \$ 58.35
Current Electric Charges \$ 58.35

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

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5853911 per CCF, which includes a base GCR of \$0.5581 and Ohio excise tax of 0.0272911.

DISCONNECT NOTICE

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

DISCONNECT NOTICE

Page 2 of 2

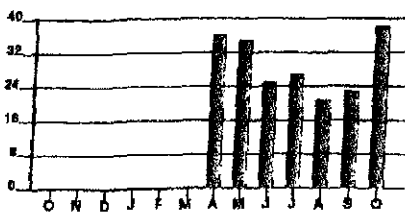
Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

The PUCO approved an adjustment to Rider SFT (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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

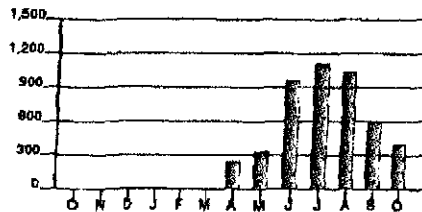
Explanation of Current Charges		
Gas Meter - 000646838 CCF Usage - 38 Sep 20 - Oct 19 29 Days	Duke Energy Rate RS - Residential Service Fixed Delivery Service Charge \$ 25.33 Usage-Based Charge 38 CCF @ \$ 0.03272800 1.24 Gas Delivery Riders 7.82 Gas Cost Recovery 38 CCF @ \$ 0.58539110 22.24 Total Current Gas Charges \$ 56.63	
Electric Meter - 010059480 kWh Usage - 395 Sep 20 - Oct 19 29 Days	Duke Energy 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 \$ 19.57 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 Total Current Electric Charges \$ 58.35	

CCF Gas Usage



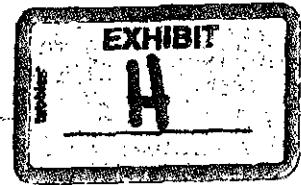
Calculations based on most recent 12 month history
 Total Usage 205
 Average Usage 29

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	39	26	27	21	23	38
Electric	0	0	0	0	0	0	248	242	968	1,120	1,035	590	395



Account Number 5840-2080-14-4 50 14

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

Due Date	Amount Due
Dec 10, 2010	\$ 228.34

\$ _____ \$ _____
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: Sherry Wiley Address: 5370 Aster Park Dr Apt: 909 Hamilton OH 45011

Duke Energy 613-421-9500 5840-2080-14-4
1-800-544-6900
Sherry Wiley
5370 Aster Park Dr
Apt: 909
Hamilton OH 45011

Main Payment To: 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

Service	Account #	Start Date	End Date	Days	Previous Reading	Current Reading	Usage
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	
Current Electric Charges	\$ 32.00	

Amt Due - Previous Bill	\$ 739.61
Payment(s) Received	175.00cr
Balance Forward	564.61
Current Gas Charges	76.34
Current Electric Charges	32.00
Agmt #3164470 Amt Due	96.00
Reconnect Charge	25.00
Transfer to Agmt #3164470	739.61cr
Agmt #3164470 Amt Due	175.00
Current Amount Due	\$ 228.34

Current Billing	\$ 228.34
Agreement Balance	469.61
Total Account Balance	\$ 697.95

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

Due Date	Amount Due	Amount Paid
Dec 10, 2010	\$ 228.34	\$ 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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

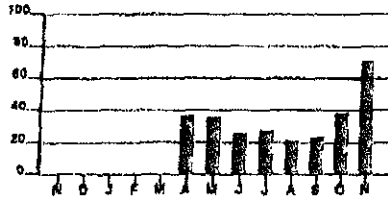
Gas Service Charges		
Gas Meter - 000646838	Duke Energy Rate RS - Residential Service	
CCF Usage - 70	Fixed Delivery Service Charge	\$ 25.33
Oct 19 - Nov 17 29 Days	Usage-Based Charge 70 CCF @ \$ 0.03272800	2.29
	Gas Delivery Riders	10.03
	Gas Cost Recovery 70 CCF @ \$ 0.55277030	38.69
		\$ 76.34
	Total Gas Service Charges	\$ 76.34
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
	Total Electric Service Charges	\$ 32.00

Agreement Summary			
Summary		Previous Agreement Balance	\$ 0.00
Agreement Number - 3184470		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	Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

CCF

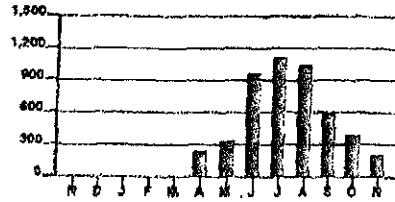
Gas Usage



Calculations based on most recent 12 month history
Total Usage 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	24	35	20	27	29	83	98	70
Electric	0	0	0	0	0	349	342	868	1,120	1,030	890	380	186

DISCONNECT NOTICE

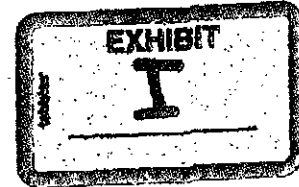
Account Number 5840-2090-14-4

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

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

Customer Address	Service Provider	Phone Number	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 Payment 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	Billing Date	Days	Water Reading	Water Reading	Usage
Gas	000646838	Nov 17 Dec 20	33	6878	7022	144
Elec	010059480	Nov 17 Dec 20	33	16992	17338	346

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

Amount	Amount
Amount 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
Agmt #3164470 Ending Bal	469.61
Current Amount Due	\$ 780.11

Usage	Amount
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	Amount Due
Jan 12, 2011	\$ 780.11	\$ 791.81

DISCONNECT NOTICE

Page 2 of 3

Account Number	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 809 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/freecfls1 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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
Gas Meter -	000648838	Duke Energy Rate RS - Residential Service	
CCF Usage -	144	Fixed Delivery Service Charge	\$ 25.33
Nov 17 - Dec 20		Usage-Based Charge	
33 Days		144 CCF @ \$ 0.03272800	4.71
		Gas Delivery Riders	15.10
		Gas Cost Recovery	
		144 CCF @ \$ 0.57626570	82.98
			\$ 128.12
		Total Gas Charges	\$ 128.12
Electric Meter -	010059480	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage -	348	Distribution-Customer Chg	\$ 5.50
Nov 17 - Dec 20		Delivery Charges	
33 Days		Distribution-Energy Chg	
		348 kWh @ \$ 0.02212600	7.66
		Delivery Riders	4.55
		Total Delivery Charges	\$ 12.21
		Generation Charges	
		Generation Energy Chg	
		348 kWh @ \$ 0.04234500	14.65
		Rider FPP	14.55
		Rider AAC	3.05
		Rider TCR	2.15
		Total Generation Charges	\$ 34.40
			52.11
		Total Electric Charges	\$ 52.11

Summary of Account			
Summary		Previous Agreement Balance	\$ 469.61
Agreement Number -	3164470	Current Agreement Amount Due	\$ 469.61cr
Agreement Amount -	\$ 739.61	Agreement Balance	\$ 0.00
Agreement Date -	10/21/10		
Number of Payments -	7		

DISCONNECT NOTICE

Page 3 of 3

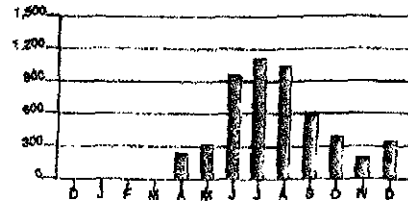
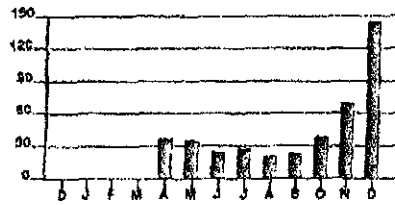
Account Name	Service Address	Account Number
Sherry Wiley	5970 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2090-14-4

CCF

Gas Usage

kWh

Electric Usage



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

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	38	38	26	27	21	23	30	70	144
Electric	0	0	0	0	348	342	868	1,120	1,032	390	362	188	348

50 14

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

\$ _____
HeatShare Contribution
(for Customer Assistance)

Amount Enclosed

1. The first part of the document is a header section containing the following information:

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

PO Box 1326
Charlotte NC 28201-1326

400 00000979706 58402090144 021720119 00000994405

Page 1 of 3

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

Duke Energy

513-421-9500 5840-2090-14-4
1-800-544-6900

PO Box 1326
Charlotte NC 28201-1326

Payments after Jan 26 not included

Bill prepared on Jan 26, 2011
Next meter reading Feb 21, 2011

Gas	000646838	Dec 20	Jan 21	32	7022	7186 E	164
Elec	010059480	Dec 20	Jan 21	32	17338	17697 E	359

Usage -	164 CCF	
Duke Energy - Rate RS		\$ 150.33
Current Gas Charges		\$ 160.33
Gas Cost Recovery	\$0.62892040/CCF	

Amt Due - Previous Bill	\$ 780.11
Balance Forward	780.11
Current Gas Charges	150.33
Current Electric Charges	49.28
Current Amount Due	<u>\$ 979.70</u>

Usage -	359 kWh	
Duke Energy - Rate RS		\$ 49.26
Current Electric Charges		<u>\$ 49.26</u>

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

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

DATE	AMOUNT PAID	BALANCE
Feb 17, 2011	\$ 979.70	\$ 994.40

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, EEP 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.

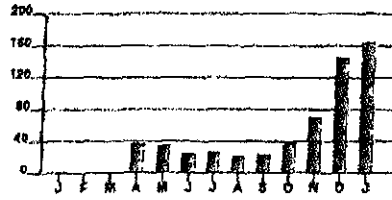
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.71 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy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

DUKE ENERGY			
Gas Meter -	000646838	Duke Energy	
CCF Usage -	164	Rate RS - Residential Service	
Dec 20 - Jan 21		Fixed Delivery Service Charge	\$ 25.33
32 Days		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
			\$ 150.33
Electric Meter -	010059480	Duke Energy	
kWh Usage -	359	Rate RS - Residential Svc-Winter	
Dec 20 - Jan 21		Distribution-Customer Chg	\$ 5.50
32 Days		Delivery Charges	
		Distribution-Energy Chg	
		359 kWh @ \$ 0.02212600	7.84
		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
			\$ 49.26

Name	Service Address	Account Number
Sherry Wiley	5370 Aster Park Dr Apt: 909 Hamilton OH 45011	5840-2080-14-4

CCF

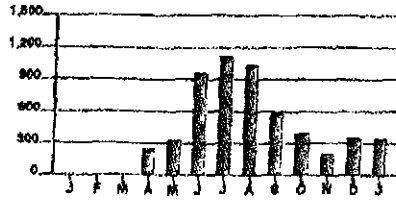
Gas Usage



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 5,589
 Average Usage 560

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Gas	0	0	0	28	35	25	27	21	23	38	70	144	164
Electric	0	0	0	248	342	988	1,120	1,035	690	982	186	246	338