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FILE

FAX

BEFORE

## THE PUBLIC UTILITIES COMMISSION OF OHIO

Sherry A. Wiley

5370 Aster Park Drive, #909

Hamilton, OH 45011

Complainant

Case No. 10-2463-EL-CSS

v.

Duke Energy Ohio, Inc.

Respondent.

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**Motion to grant unusual and uncustomary settlement against Duke Energy  
and also serve as a Summary from May 12, 2011 Hearing**

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This motion is a Summary and request from the May 12, 2001 Hearing depicting the facts and truths of the May 12<sup>th</sup> hearing and requesting an unusual and uncustomary settlement be granted to Plaintiff, Sherry A. Wiley in the amount of 10 million dollars, after taxes and 7 years of free Gas and Electric services from Dike Energy.

I, Sherry A. Wiley, Plaintiff proved beyond a reasonable doubt that duke Energy of Ohio had done the following actions against me and my children and request that the P.U.C. O., go beyond its normal protocol and policies and grant my family and I the afore mention of Ten million dollars after taxes and 7 years of Free Gas and Electric for the

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intentional harassment, wrongful disconnection, false billing practices and for presently not allowing me to make any payment arrangements. This is what I contested in the hearing and proved in court:

- ❖ Totally disregarding the Subpoena requesting ALL documentation regarding this case and telephone conversations.
- ❖ Duke energy wrongfully disconnected my service in September 2010 after an arrangement with the Customer Service Representative and I had made an agreement.
- ❖ For actually receiving the HEAP payment in November 26, 2011; instead of in August as they claimed it was applied.
- ❖ For changing information in my Duke Energy record to collaborate their falsehoods, in an effort to try to justify their actions.
- ❖ Harassing me on the phone when I called to inquire why was my service disconnected. (Tony and Lonnie; the 3 women at the Lynn Street location; and other C. S. Representatives for Duke Energy.)
- ❖ Harassing me on the phone and in person and not telling me about the Winter Rule.
- ❖ Forcing me to agree to paying 2 bills ( my current and past bill) each month in order to restore service.
- ❖ Repetitively lying to Casey James of Veteran Administration regarding the true amount of my bill.

- ❖ Verbally separating the old and new bill when all corresponding bill records (except December's statement 2010) showed that the old and new bill were combined and demand for payment applied to both.
- ❖ For not adhering to the February 2011 Order NOT to disconnect service for monies (bill) in question by the P.U.C.O., which when Duke Energy combined both the old and new bills ALL bills were inclusive. I should not have been disconnected in March 2011 per Order by Kerry Sheets demanding that service be NOT disconnected for bills that were in question.
- ❖ For making me pay TWICE for the reconnection fee and the deposit in March 2011, when Cindy Givens stated in the Customer Service bill payment computer screen that I had to pay a \$50 deposit and \$25. Reconnection fee along with the \$730.11 totaling \$805.11 in order to restore services.
- ❖ Not accurately showing my \$50. Payment in February, March, April and May.
- ❖ For labeling all of my bills since January 2011 to present as "disconnection notice" and not allowing the extra time allot other customers to pay their bills.

I ask that the Public Utilities Commission of Ohio, (P.U.C.O.) to award the Plaintiff monetary compensation for Respondent's actions and deeds, and award monetary compensation and 7 years of free service for my children and I based on Undue stress, Harassment, Defamation and for being homeless for the wrongful disconnection in September 2010, for wrongfully disconnecting me in March 2011, after the subpoena was

granted and signed; and changing the agreement again between Cindy Given of Duke energy; Athena Daly of H.E.A.P and the S.E.L.F Organization and myself the complainant.

I, again, was told I could pay \$730.11 + \$50. Deposit + \$25. Re-connection fee totally \$805.11, by Cindy Givens via Athena Dalys and Duke Energy's Customer Service Representatives. When the agreement was being finalized the amount, again, it was changed to add an additional \$142.00 which totaled \$947.00. The S.E.L.F. Organization almost cancelled our agreement we had to help me pay this bill.

I am a fulltime Microbiology (Pre Medical) student and this has severely interfered with my study, my children's studies, our peace of mind, our homelessness, my employment and my reputation. I ask that the P.U.C.O. considers all of this when granting my request for monetary compensation of ten million dollars; 7 years of free service with no gas and electric bills from Duke Energy for my children and.

Respectively submitted,

Sherry A. Wiley

5370 Aster Park Drive

#909

Hamilton, Ohio 45011

CERTIFICATION OF SERVICE

A copy of this letter will be faxed to Kerry Sheets, at the P.U.C.O., and Robert A. McMahon at 513-533-3554 today, July 14, 2011; and I will put a copy in the U.S.P.S mail today to the PUCO. Thank you