

Hunter, Donielle

From: ContactThePUCO
Sent: Thursday, February 09, 2012 9:35 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/9/2012

Re: John Narburgh
Greenhouse Ln
2
Cincinnati, OH 45209

RECEIVED-DOCKETING DIV
2012 FEB -9 PM 3:59
PUCO

Docketing Case No.:

11-3549-EL-SSO

Notes:

Please docket the following in the case number above. Thank you.

Explained to customer that the charge for Duke was a result of the last SSO case where duke was approved to have a generation non bypassable charge regardless if someone goes with Duke or another supplier. This is something that shows on bills for all customers and allows Duke to recover costs for switching to market based pricing. The generation charge for FES is based on usage.

Customer does not feel he should have to pay the charge for Duke and stated he was going to contact the media. I told him that was his choice and again explained the above information.

Customer also stated that his bill went up, rather than down as it should. Asked customer if it was actual or estimated reading - it was an actual read. Explained that could be why his bill is higher than previous months.

Customer states that PUCO made an error in allowing this to happen and it needs corrected.

This is to certify that the image
accurate.

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business.
Technician Date Processed FEB 09 2012