

11-3544-EL-SSO

From: webmaster@puc.state.oh.us
 To: ContactThePUCO
 Subject: 64729
 Received: 2/23/2012 12:43:45 PM
 Message:
 WEB ID: 64729 AT:02-23-2012 at 12:43 PM

Related Case Number:

TYPE: complaint

NAME: Mr. John Hise

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 5788 Zoar Road
- Morrow , Ohio 45152
- USA

PHONE INFORMATION:

- Home: 513-899-6564
- Alternative: 513-505-2635
- Fax: (no fax number provided?)

E-MAIL: john@theparkchurch.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke Energy
- Name on account: The Park at Zoar United Methodist Church
- Service address: 5788 Zoar Road, Morrow Ohio
- Service phone: 513-899-2599
- (no account number provided?)

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 Technician JD Date Processed 3-19-12

COMPLAINT DESCRIPTION:

Effective Jan 14 we switched our Generation to Direct Energy. Their bill for the 2500 KWH of generation was per our contract. However in the latest bill Duke charged us \$250 + for Generation Riders, I have read them and why are they allowed to collect \$8 per KWH, when they are simply distributing the power. As I understand it they applied in Dec and it went into effect in Jan. We had planned to save about \$3000 by switching to Direct energy, now it looks like Duke will be charging us about the same amount over the course of the year. Net NO savings. In difficult times, churches are working hard to keep the operating cost down, to no avail.

John Hise The Park at Zoar UMC Business Manager