

Ohio**Public Utilities
Commission**

MFIN031912FJ

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

FILE

NC

Formal Complaint FormMICHAEL FINK

Customer Name (Please Print)

6836 COZADDALE RD.

Customer Address

GOSHEN, OH 45122

City

State Zip

5950-0721-23-0

Account Number

N/A

Customer Service Address (if different from above)

AgainstDUKE ENERGY

Utility Company Name

City

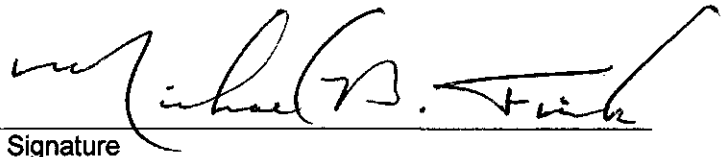
State Zip

Please describe your complaint. (Attach additional sheets if necessary)

RECEIVED-DOCKETING DIV

2012 MAY 31 PM 12:32

PUCO



Signature

513-478-0798

Customer Telephone Number

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Technician LD Date Processed 5-31-12

To: Public Utilities Commission of Ohio
Docketing Division
180 E. Broad Street
Columbus, Ohio 43215-3793

From: Michael Fink
6836 Cozaddale Rd.
Goshen, OH 45122
513-478-0798

Re: PUCO hearing for complaint – MFIN031912FJ
Duke Energy Account # 5950-0721-23-0

Statement of Facts:

On 9/27/11, Duke Energy mailed to me notice of a faulty electric meter on my home. The notice referenced an Ohio law to recover funds from one year prior to the replacement of the meter and I was subsequently invoiced for an additional \$2,809.70. I contacted Duke Energy to protest the charges and to discover the code of the Ohio law and to learn of the hearing process. I was told that some one would be in touch with me by a Laura D., but that never happened.

While awaiting my answer, I worked out a payment plan to insure my service. Each month as I received my bill, I would contact Duke Energy ask the person to read the notes in my file and asked them about my hearing. I spoke to Tara ID#291259 12/13/11 and was told that the decision was pending. In January, I spoke with Tommy, but I do not have his ID number. I was informed; that I would be notified and once again I was not. Finally, I spoke with Lauren at extension #5310 in February and through her supervisor was able to learn about the PUCO process. **This delay and the misinformation are two of my complaints against Duke Energy.**

The primary issue for hearing is the fact that I informed Cincinnati Gas & Electric of my questions about the meter in February of 2001. Their representative inspected the meter and certified it as recording properly. This information will be available in the records of CG&E, which became Cinergy, which became Duke Energy. **Thus, the primary reason for my hearing request is: that I notified my electric company of a potential problem, they inspected and approved the equipment and now seek an adjustment for a situation that they created.**

I have further issue with this assessment. The law cited O.R.C. 4933.28 states that the company may bill for 365 prior to the company remedies for the meter. Once again, my electric company was notified of the meter in February of 2001. **While I expect a full refund for my additional charges, any possible charge should be based on the dates of February of 2000 to February through February 2001 accordingly. I request documentation of these figures, as they are not available to me.**

Expectation of Remedy:

- I respectfully request the PUCO to reverse the decision of Duke Energy in regard to this matter and to give full credit to my account for the additional charges of \$2,809.70.
- Secondly, I request; a formal hearing and discovery of any associated documents maintained by Duke Energy or any predecessor to address the issue.

I wish to thank you for your assistance in this matter, as it has created a financial hardship for me. I look forward to your reply. Thank you.

Michael Fink