

Ohio

**Public Utilities
Commission**

12-1772-EL-CSS²

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

NC

FILE

Donald E + Margaret L. Qvalla

Customer Name (Please Print)

6928 Jefferson St

Customer Address

Newtown

City

OH 45244

State Zip

Against

8040-6552-23-0

Account Number

?

Customer Service Address (if different from above)

Duke Energy

Utility Company Name

CINT

City

OH 45202

State Zip

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

See attached

RECEIVED-DOCKETING DIV
2012 JUN -7 PM 12:40
PUCO

Margaret A. Qvalla

Signature

513-271-8911 home

Customer Telephone Number

513-520-6948 cell

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document delivered in the regular course of business.
Technician Date Processed JUN 07 2012

Ohio Public Utilities Commission Formal Complaint

6/6/2012

Name: Donald E. and Margaret L. Quallen

Address: 6928 Jefferson St.

Newtown, Ohio 45244

513-271-8971

Duke Energy Account # 8020-0552-23-0

We are a current customer of Duke Energy Cincinnati at this address since 7/31/93.

Public Utility: Duke Energy, Cincinnati, Ohio 45202

Statement of Problem: We moved into our home at 6928 Jefferson St., Newtown Ohio on 7/31/1993. At that time there was a utility pole with a transformer in the front left corner of our lot. The transformer did not make any noise or cause any disturbance for years. Then one day it blew and sent a fireball to the ground just missing our parked car. There were occasional dead squirrels on the ground that got fried from biting the wires. I did have to call once when the transformer was sparking and making noises because we were afraid something was going to catch fire. They replaced the transformer with the capacitors.

When they first put the capacitors on the pole they were quiet, then about 2 years ago they started to hum. The hum got louder and louder as they added more equipment to the pole. In the last 18 months the noise has become unbearable. Our whole house vibrates. The power lines attach to the house right at our bedroom, which makes the noise come straight into our bedroom. It is impossible to get to sleep and stay asleep with all the noise. It is NOT white noise, it is an obnoxious noise. At times we can't sit in our living room with the windows open and hear our TV the hum is so loud. The dog will not go out in the front yard when it is humming.

Over the last 18 months we have repeatedly called the Duke Call Center asking them to turn it off. They turn it off and then it will come back on. After we enlisted the help of the Newtown facilities crew the pole was off for several months and then came back on extra loud. When we called in May to ask that it be turned off or moved to a different site they told us it is part of their capacity plan and would be too expensive to move.

In other words, we were told to **** bad, live with it. I called the POCU and filed an informal complaint and was told that Duke has the right of way. I'm not concerned about their right of way; I'm concerned about our quality of life and the value of our house. We love our house and neighborhood; even if we decided to move we'd never be able to sell the house without disclosing that obnoxious noise and that would negatively affect the value of the property.

I realize that Duke can put their stuff anywhere they want to, but is it really humane to make us suffer, lose sleep and property value? Where do my rights stop? I've never been late on my payment to Duke, where is their consideration for me?

Resolution:

Option 1 - Turn off the noise permanently.

Option 2 - Move the capacitor to a place where no one else will be bothered – Newtown has lots of open space. They also have a big power station on Newtown Road – put it there.

Option 3 – Buy me out.