



**Public Utilities
Commission**

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KBE LO43012ZR

Case Number

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

Formal Complaint Form

12-1885-EL-CSS

Carla Belcher
Customer Name (Please Print)

3804 Kirkup Ave.
Customer Address

Cincinnati, OH 43213
City State Zip

Against

23700074226
Account Number

6813 1/2 Betts Ave.
Customer Service Address (if different from above)

Duke Energy
Utility Company Name

Cincinnati, OH 45239
City State Zip

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

RECEIVED-DOCKETING DIV
2012 JUN 21 PM 12:10
PUCO

Carla A. Belcher
Signature

513-699-1971
Customer Telephone Number

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 fe Date Processed JUN 21 2012

June 12, 2012

Carla Belcher
6813 ½ Betts Ave.
Cincinnati, OH 45239
513-699-1971
Account #2370-0074-22-6

I am a customer of Duke Energy. On Thursday March 29th of 2012 I reported that I was having voltage fluctuations to my lead at work (because I am also a Duke-Energy employee). Around mid March I started to notice I was having increasing voltage fluctuations in my home. Also, my neighbor was having the same issue; and in fact I could hear his air conditioner unit's voltage drop as my voltage dropped. I believe the problem started sooner, but quite honestly I didn't really focus on it until mid March. A trouble ticket was issued D1030714, and someone came to my home, and said it was locked. I had several technicians come to my home after that; they told me they could not find an issue although they could see it? The technicians recommended I hire an electrician to fix it as soon as possible, because it could damage appliances in my home. I explained the situation to my lead and a WRT ticket Emax ticket was issued on March 26th regarding my problem CR# 173441985568.

After waiting a few weeks I heard nothing from anyone, and since I work for the company we sent information to Power Delivery to see if they could check on the status of my order, this occurred on April 12. I sent a long email stating specific details of what occurred in my home. I have copies of those emails and texts I received during this period.

On April the 13th a really wonderful Engineer Domenic came out, and did his trouble shooting. He stated he had never experienced anything like this before, but I gave him my keys for access to my home. And he added a recorder onto my meter, and left it on for 24 hours. I am assuming he found voltage fluctuations, because he recommended that I have my meter and service line changed. He said I had a bad service line and triplex. There was a trouble ticket that was scheduled, but from what I could tell the service line was not changed (because it still looked worn and there was still dried up material still on the service line). The meter was replaced that evening when I was home, but it did not change anything, he stated once it was fixed I could submit my claim for the damaged appliances in my home.

After Domenic came to my home I received a phone call from Peggy Espelage stating the technicians that came to my home determined I had an internal problem, and referred me to an electrician, and that was it.

Then I sent this email another email to Peggy Espelage on April 18th regarding my frustration with the situation, and inconsistent information she was providing to me and my neighbors.

On April 19th Peggy Espelage another Engineer, stated she was out at my house, one of the charts looked good, and another one they could not retrieve the data, because the trouble man was unable to meet with her. She stated she was going to have the district recheck the connections at the pole, because she believed that was part of the problem. She wanted me to schedule another trouble ticket to perform an imbalance test (and a load imbalance). The technician tested and found the fluctuation, and wrote down the measures to me, so I could give them to the Engineer the following day. So, the testing continued, and they could not locate the problem. (My service line still was not changed at this point).

Peggy continued to say her testing was good, even though I was standing right there in front of the technician reading the imbalances coming from the outside of my home to my meter base on the April the 19th.

On April 26th I received an email from Peggy Espelage, stating that her and a trouble man tested and repaired the neutral at my home. She stated she spoke with my neighbor, and he stated there were only occasional

fluctuations, which was not true, because my neighbor said to me they told him it was his furnace which was the problem, and he had that repaired. He said it was still happening every 2 to 3 minutes, because he and another technician tested it. Then Peggy stated she spoke with several neighbors, and they were only seeing occasional, mild flickering. Who has occasional mild flickering in their homes? And it was not just my lights; it was everything electrical in my home, from my ceiling fans to the igniter in my furnace.

This went on until May the 2nd. and was finally fixed the situation by switching me to another transformer. Peggy stated there was a noticeable difference in the recordings (she said they were good previously which contradicted what she said previously) after the switch out of the service line to a different transformer. She said I would still continue to hear my neighbor's air unit, because we were no longer on the same transformer.

The week of May the 3rd I submitted a claim to Duke-Energy. And everyone acknowledged there was an issue, which Duke was responsible for, as soon as they could find the problem. The district told me they were aware of an issue on my whole street, but were behind with the repairs. Over the course of the last 6 months I have spent a lot of money getting the igniter fixed to my furnace, my air conditioner fixed, and I still have additional appliances that need to be replaced. I found it very insensitive that the claims department sent two letters stating two different results, but both resulting in a decision not to help me. So, I am asking for assistance from you (PUCO). I honestly find it very disheartening, that I have to even go through this process, but I think it is a necessary step to seek compensation for the damages in my home.

Sincerely,



Carla Belcher