

FILE



# Public Utilities Commission

12-2732-EL-CSS

Case Number

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

## Formal Complaint Form

Sharon Kinder-Geiger  
Customer Name (Please Print)

6917 Cambridge Ave.  
Customer Address

Cincinnati Ohio 45227  
City State Zip

1360-0576-21-0 10 15  
Account Number

Customer Service Address (if different from above)

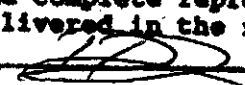
Duke Energy  
Utility Company Name

City State Zip

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

Dear PUCO,

I am writing to file a complaint against Duke Energy. I received a disconnect notice from them on August 29 stating that they needed to hear from me immediately concerning a smartmeter installation. I promptly responded with a certified letter. The disconnect stated that my power would be cut off on Sept 2 or later. 4 days cannot be lawful as I pay my bills to them. I asked them to please respond to my letter via mail as I assumed they would send out a formal letter with a solid date for disconnection. I spoke with a woman named Geri Bruns and I asked for a reasonable amount of time to find an alternative source of energy. I did not ask for the sun, the moon and the stars. 90 days would have been fair. On Monday October 8 and installer arrived at my house to install the meter. This is after I explicitly declined it in writing. I told him I had no appointment with him and he said he would disconnect me, upon which he did. In the meantime there are still analogue meters on my street and the lights still shining brightly in the homes. This is a clear act of bullying on the part of Duke Energy. I would, in fact, call it an act of terrorism. I am a single mother working from home on the computer. Duke Energy could have at least had the integrity to shut me off after ALL the smartmeters had been deployed. I am not rich, but I have been to the bank to get a loan for solar panels. This is not a process that can be executed quickly. If this is a lawful and legal mandate and I have no options, then I have no options, but I was not given ample time or courtesy. It is my understanding that Duke Energy cannot cut off a customer between November 15-April 15. I am asking for at least that amount of time to get off the grid or be put into an opt out program. I would like my power restored immediately and these questions answered :

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Technician  Date Processed OCT 15 2012



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Has PUC given Duke the authority to turn off electricity for non compliance with

Smart Meter installation?

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Has PUC carefully reviewed third party independent long term studies on possible effects

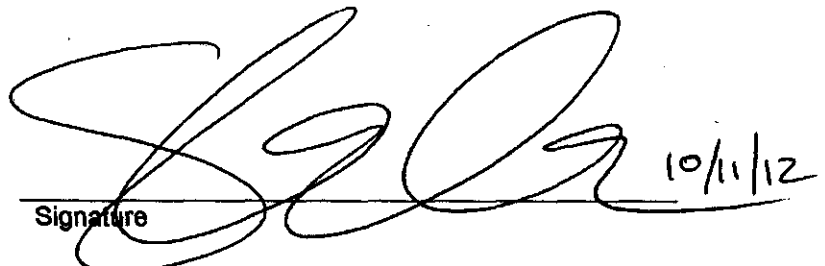
of Broadband over power line meter reading?

Does PUC take responsibility for health ramifications of these devices?

Why has PUC not mandated Duke Energy to offer Opt Out Options to smart meters that are

Available in other states where consumer has no choice in utility provider?

Who is taking responsibility for forcing me to use this device?



Signature

513-271-7701

Customer Telephone Number