

12-3119-EL-CSS

5

SBA10307121X
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215VC
OhioPublic Utilities
Commission

FILE

Formal Complaint Form

Page #1

Shirley Bailey
Customer Name (Please Print)1083 W Kemper Rd.
Customer AddressCincinnati, Ohio 45240
City State Zip

5070-0451-25-0

3070-0451-25-2

Account Number

8433 Reading Road

8431 Reading Road, Floor I

Customer Service Address (If different from above)

Against

Duke Energy
Utility Company NameCincinnati Ohio 45215
City State Zip

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

Duke Energy is billing my home for service at 8431 Reading Road, up (aka second floor); not our account. The Church I pastor never occupied this area, but since we moved, I started getting billed for 8433 Reading Road.

These actions were questioned and I was told by Stephanie (a Supervisor) on 1/28/2012 that this was Duke Energy's error, and that the bill would be cancelled.

Shirley Bailey
Signature(513) 410-4189
Customer Telephone NumberRECEIVED-DOCKETING DIV
2012 NOV 30 PM 12:02
PUCO180 East Broad Street
Columbus Ohio 43215-3793

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 Am Date Processed 11/30/12

dated November 23, 2012
(614) 466-3016
www.PUCO.ohio.gov

Page # 2

Formal Complaint Form

Shirley Bailey
Customer Name (Please Print)1083 W Kemper Road
Customer AddressCincinnati Ohio 45240
City State Zip

5070-0451-25-0

3070-0451-35-2

Account Number

8433 Reading Road

8431 Reading Road, Floor 1

Customer Service Address (if different from above)

Duke Energy
Utility Company NameCincinnati Ohio 45215
City State Zip

Against

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

Please notice Usage Date(s): Dec. 5 - Jan 5, 2012
We left this location in October 2011.

Solution Desired:

I would like to have these charges dismissed,
and the payment I was forced to pay for it,
1083 W. Kemper Road's bill
to be reimbursed.

This entire situation
is a violation against
me and my church
and is discriminatory/retaliatory
because of a problem with
mold and mildew causing us to
have to move from said premises.

Shirley Bailey
Signature

(513) 410-4189

Customer Telephone Number



Exhibit A

Account Number 5070-0451-28-0

10 03

For less detailed billing information on your monthly bill, check box on right ☐

#50L Y4KB 28CM SE01#

001 858 01AV 0.340 **AUTO 14 0 1008 45240-172383 -1 01-P000004 4



Shirley Bailey
108 W Kemper Rd
Cincinnati OH 45240-1723

**** FINAL BILL ****

Due Date	Amount Due
Feb 2, 2012	\$ 475.12

\$ _____ \$ _____

HeatShare Contribution Amount Enclosed
(for Customer Assistance)

Per Stephanie L. White
Due to error, bill
1/28/12
Will be cancelled
PO Box 1326
Charlotte NC 28201-1326

410 00000475122 50700451280 020220120 00000482250

**** FINAL BILL ****

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name	Service Address	For Inquiries Call	Account Number
Shirley Bailey	Duke Energy	513-651-5100	5070-0451-28-0
8433 Reading Rd			
Cincinnati OH 45215			

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 11 not included Bill prepared on Jan 11, 2012

Meter	Number	Reading From	Reading Date To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	100286711	Dec 05	Jan 05	31	132	150	18

Elec - Residential	Current Billing
Usage - 17 kWh	Amt Due - Previous Bill \$ 459.12
Duke Energy - Rate RS \$ 8.57	Late Payment Charge(s) 6.89
Usage - 1 kWh	Balance Forward 466.01
Duke Energy - Rate RS 0.54	Current Electric Charges 9.11
Current Electric Charges \$ 9.11	Current Amount Due \$ 475.12
Old Rate Effective Dec 05 To Jan 03	
New Rate Effective Jan 03 To Jan 05	

PLEASE NOTE: This is your final bill for electric service at 8433 READING RD.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 5.97 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

**** FINAL BILL ****

Due Date	Amount Due	After Feb 2, 2012
Feb 2, 2012	\$ 475.12	\$ 482.25



1008-01-00-001/858-0001-0037374

visit us at www.duke-energy.com

Exhibit B

Valley Termite & Pest Control
8504 Reading Road
Cincinnati OH 45215
(513) 761-9922 • Fax (513) 761-9924

DATE 10/19/11	TIME IN _____ OUT _____	☐ REGULAR ☐ ONE-TIME ☐ RESIDENTIAL	☐ INSIDE ☐ OUTSIDE ☐ COMMERCIAL
NAME Shirley Bailey			
ADDRESS 1083 W Kenner Rd			
CITY, STATE, ZIP Forest Park Ohio 45240		PHONE _____	

☐ Pest Control ☐ Inspection
☐ Termites ☐ Pretreatment
☐ Rodents ☐ Spraying
☐ _____

CHEMICALS USED	AMOUNT	%	EPA NUMBER
Security Deposit			
19 B W Benson			
Check # 1055			

DESCRIPTION / REMARKS	AMOUNT
Security Deposit	800.00

License No. _____	Serviced By _____	TAX _____
Customer Signature X Shirley Bailey		TOTAL _____

SERVICE REPORT

No. **13416**

Product # 7051 • CROWNMAX • 1-800-252-4011

RECEIPT

DATE **10-27-11** No. **25900**

RECEIVED FROM **Shirley Bailey (Land of Faith)** \$ **150.00**

One Hundred & Fifty Dollars DOLLARS

☐ FOR RENT
☒ FOR **WATER DEPOSIT @ 19B West Benson**

ACCOUNT	☒ CASH	FROM _____ TO _____
PAYMENT	☒ CHECK	
BAL. DUE	☐ MONEY ORDER ☐ CREDIT CARD	BY Bob Taylor



DISCONNECT NOTICE

Exhibit C

Account Number 9440-0641-29-8

10 20

For less detailed billing information on
your monthly bill, check box on right

Due Date	Amount Due
Oct 19, 2012	\$ 606.77

\$ _____ \$ _____

HeatShare Contribution Amount Enclosed
(for Customer Assistance)

#94F0 Y6FB 29CM SE00#

0003573 01 AV 0.347 **AUTO 4 1 4194 45240-172383 C01-P00000-11234 6

Shirley Bailey
1083 Kemper Rd W
Cincinnati OH 45240-1723PO Box 1327
Charlotte NC 28201-1327

410 00000606774 94400641298 101920127 00000615870

DISCONNECT NOTICE

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Shirley Bailey 1083 Kemper Rd W Cincinnati OH 45240	Duke Energy 513-651-5100	9440-0641-29-8

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Sep 27 not included Last payment received Sep 19 Bill prepared on Sep 27, 2012 Next meter reading Oct 25, 2012

IMPORTANT: Your service may be disconnected if your past due amount of \$506.27 is not paid before 10/22/2012. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above. THIS WILL BE YOUR ONLY NOTICE.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$205.00 before service is restored.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000432446	Aug 27	Sep 26	30	7392	7351	19
Elec	100353281	Aug 27	Sep 26	30	5444	5901	457

Gas - Residential	
Usage -	19 CCF
Duke Energy - Rate RS	\$ 44.62
Current Gas Charges	\$ 44.62
Gas Cost Recovery \$0.47252950/CCF	

Electric - Residential	
Usage -	457 kWh
Duke Energy - Rate RS	\$ 55.22
Current Electric Charges	\$ 55.22

Current Billing	
Amt Due - Previous Bill	\$ 283.43
Payment(s) Received	239.42cr
Late Payment Charge(s)	0.66
Balance Forward	44.67
Current Gas Charges	44.62
Current Electric Charges	55.22
Transfer From 50700451-28	462.26
Current Amount Due	\$ 606.77

DISCONNECT NOTICE

Due Date	Amount Due	After
Oct 19, 2012	\$ 606.77	Oct 19, 2012
		\$ 615.87

Printed on recyclable paper.



4194-01-00-0003573-0001-0007289

visit us at www.duke-energy.com