

FILE

February 24, 2013

12-1682-EL-AIR

Public Utilities Commission of Ohio

180 E. Broad Street

Columbus, Ohio 43215

Attn: Commissioners

Reference: Duke Energy Petition for a rate increase in Hamilton County and also a Rider.

Gentlemen:

I am totally perplexed at Duke Energy again asking for a rate increase. It appears they live in front of your commission. I remember when Duke purchased CG&E, they stated that nothing would change in the operations, service and maintenance with the assurance all functions and employees would remain the same.

At the time, I attended a meeting to voice opposition to Duke and stated that Duke would move everything out of the city, subcontract and do the minimum of maintenance. I stated that Duke is only after the profit and will do it anyway it can which would mean requesting rate increases and changes to their advantage. If you will look at their overall record of all the utilities they control, they have become ruthless and tend to disregard their customers. When you are a company that has a guaranteed rate increases, you need not worry about customers, service or maintenance.

Let us call a spade a spade. Duke moved their service department to Louisville and installed a telephone answering system upon which one must push buttons to arrive at the designed office and what you receive is a recorded message. If one has a problem, you must call Louisville between 9am and 4 pm and run the gauntlet of pushing numbers plus waste time waiting for the phone to free up. If your meter seems not to be functioning, they will not send anyone out but will bill you for the overage and settle at the next billing. (They gain on the interest) I could go on but I will only shorten this to inform you that since Duke took over from CGE, I have lost electric power once every week for two years. Sometimes three minutes and sometimes ten minutes and other times hours.

Now two years ago they requested that any wind or tree damage, that the customers pay and you approved. Well if Duke must have the customers pay for any act of GOD, then they should pay the customers after five hours of electric outage for loss of food spoiled to zero refrigeration. Now you say, why would you demand that. Well for all the promises Duke made about maintenance they they never have line observance to check for bad line or transformers. Duke now subcontracts for their wire work as I can ascertain 60%. So the control for show up time on emergencies is not there and they do not know when they can gather the crews subcontracted. They have little staff here and try to control direct out of South Carolina? That is like a blind man directing traffic.

Now Duke wants a rate increase for their electric and gas plus they want a "Facility Relocation Rider" so they can by pass PUCO and charge local customers to move utilities for any major local government transportation or facilities project without asking PUCO. This gives Duke taxing authority..

Gentlemen: Why would Duke want a rate increase but call my home two to three times a day offering me a deal to lower my electric rate????? The only reason I can think would be; that once the lower deal is made they also control how I use my electric. They try this in the summer by offering \$50.00 for allowing to place a meter which would interact and shut off my compressor AC during surge of power on their system. Once they have control, that \$50.00 is useless because they control the customer.

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PUCO

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The most the increase should be is 2% and if you calculate it per customer base that would more than cover their 500million expense and maintenance they present and give them still a profit.

I implore you not to give in to their request for the increase nor for the Rider. They are quite good at a con job and the story of the sky falling in. They knew when they bought out CGE that they had a winner and now they say they need more money. They work with a shadow staff in Hamilton County and try to control from SC. I write this letter in lieu of going to the meeting because the time given to someone (if they even call on you) does not allow for a full rebuttal. It is all show and much talk but never any proof of the need for the request.

Again I request that you do not approve Dukes' request over 2% and reject the Rider.

Sincerely,



Don Voet

6219 Daleview Road
Cincinnati, Ohio 45245
513 385 3470

Hunter, Donielle

From: ContactThePUCO
Sent: Monday, March 04, 2013 8:57 AM
To: Docketing
Subject: Docketing
Attachments: 249982.html

Follow Up Flag: Follow up
Flag Status: Completed

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/4/2013

Re: Marianne Appel
5952 S Street Rte
48
Maineville, OH 45039

Docketing Case No.:12-1682-el-air

Notes:

Duke Energy cannot be given yet another giant distribution rate increase. I have two business locations and Duke is soaking me dry with all their riders and distribution rate increases. Among my many complaints are: they send out miscommunications on their bills and letters and then will not stand by what they put in writing, and I am convinced that they are switching the electric off and on at my one location, which causes my KW surge levels to be high and my bill is \$300 more at this store compared to the other one - and I have the same equipment at both stores. Duke Energy is a "fat" ultraconservative company who feels they can do no wrong and everyone must give them raises every year. Enough is enough - time for them to tighten their belt like the rest of us have been doing since 2008.

Please docket the attached in the case number above.

RECEIVED MAR 4 2011

2-26-13

Public Utilities Commission

180 E. Broad St.

12-1682-EL-AIR

Columbus, Ohio 43215

1-800-686-7826

This note is to ask you to vote against Duke Energy raising their electric rates at this time.

They say they are losing business! They just bought Progress Energy to become one of the largest in the country. Most companies who lose business lower their prices, reduce staff, become more efficient.

Enclosed is my bill showing electric cost at 12¢ ^{per} kWh and fees of all kinds at 10¢ ^{per} kWh! I tried one of the "suppliers" recommended by Duke for discount help and the

②

Bilowatt hom was cheaper but the
camping charges, line charges, taxes, etc
added almost to Duke's regular bill!!

We need competition. Not like the
gasoline stations where on four corners
there may be 4 different brands but
all at the same price!!

Thank you for your time -

Sincerely

Van Sheedy

3996 Sucky Lane

Marietta, Ohio 45759

DukeEnergy.

main 1-19-13

| Name | Service Address | Account Number |
|------------|---------------------------------------|----------------|
| Dan Sheedy | 3996 Sunday Ln Maineville OH 45039 | 9750-0739-24-3 |

| Explanation of Current Charges | | |
|--------------------------------|-----------|---|
| Electric Meter - | 074437530 | Duke Energy Rate RS - Residential Svc-Winter |
| kWh Usage - | 2,677 | Distribution-Customer Chg |
| Dec 11 - Jan 10 | | Delivery Charges |
| 30 Days | | Distribution-Energy Chg |
| | | 2,677 kWh @ \$ 0.02212600 |
| | | Delivery Riders |
| | | Total Delivery Charges |
| | | Generation Riders |
| | | Generation Charges |
| | | Rider RC |
| | | Rider RE |
| | | Rider AERR |
| | | Rider RTO |
| | | Rider SCR |
| | | Total Generation Charges |
| | | Total Current Electric Charges |
| | | \$ 233.54 |

kWh

Electric Usage

Some thing needs to be done,

11/6th ELEC.

109th Generation Charges.

We are now on fixed income (not eligible for aid).

Name: Dan Shedy

3896 Sunday Ln
Maineville OH 45039

Duke Energy

513-421-9500
1-800-544-6900

For Inquiries Call

Account Number

PO Box 1326

NC 28201-1326

Payments after Jan 14 not included
Last payment received Dec 26

Bill prepared on Jan 14, 2013
Next meter reading Feb 11, 2013

| Meter Number | Reading Date | Days | Meter Reading | Usage |
|--------------|---------------|------|---------------|-------|
| 074437530 | Dec 11 Jan 10 | 30 | 39137 | 41814 |
| | | | | 2,677 |

| | |
|--------------------------|-----------|
| Usage - | 2,677 kWh |
| Duke Energy - Rate RS | \$ 233.54 |
| Current Electric Charges | \$ 233.54 |

| | |
|--------------------------|-----------|
| Current Billing | |
| Am't Due - Previous Bill | \$ 175.79 |
| Payment(s) Received | 175.79 |
| Balance Forward | 0.00 |
| Current Electric Charges | 233.54 |
| Current Amount Due | \$ 233.54 |

Get your free Home Energy House Call (valued at \$150). It's a free in-home assessment to help you learn about your home's energy use and save on your monthly bills. You'll also get a free Energy Efficiency Starter Kit! Sign up at duke-energy.com/house-call.

Stamps aren't cheap. Paperless Billing is, because it's free! You can pay your bill right now in just a few clicks. It's simple, convenient, and secure. www.duke-energy.com/GoPaperless

The PUCO approved changes to Rider USR, Rider AER-R, Rider SAW-R and Rider SCR. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.30 or 0.3% per month effective January 2013.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.08 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.

| Due Date | Amount Due | After |
|-------------|------------|-------------|
| Feb 5, 2013 | \$ 233.54 | Feb 5, 2013 |
| | | \$ 237.04 |

DukeEnergy.

10111-01-00-0002836-0001-0005767

visit us at www.duke-energy.com