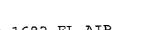
February 24, 2013

180 E. Broad Street Columbus, Ohio 43215 Attn: Commissioners

Public Utilities Commission of Ohio



12-1682-EL-AIR

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 from 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.

> 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 ___ Date Processed _ MAR 0 7 2013

Page 2

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,

6219 Daleview Road Cincinnati, Ohio 45245

513 385 3470

Hunter, Donielle

From:

ContactThePUCO

Sent:

Monday, March 04, 2013 8:57 AM

To: Subject: Docketing Docketing

Attachments:

249982.html

Follow Up Flag: Flag Status:

Follow up 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.

MAR 4 2017

Public Utiletier Commission 180 E. Broad St.

12-1682-EL-AIR

Columbus, Chir 43215 1-800-686-7826

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Soucenty Dan Sheeply 3996 Lurby Jane Marmille, Mio 45039

Duke Energy.

9750-0739-24-3

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Page 1 of 2

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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 Kill 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 6.08 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.

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Feb 5, 2013

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