

FILE

13-2093-GE-CSS

Ohio**Public Utilities
Commission**T Bro0711132X
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

25

Formal Complaint FormTiffany Brooks

Customer Name (Please Print)

5102 Ebersole Ave

Customer Address

Cincinnati

City

OH 45227

State Zip

Against97100349357

Account Number

Customer Service Address (if different from above)

Duke Energy

Utility Company Name

City

State

Zip

PUCO

2013 OCT 15 PM 4:22

RECEIVED-DOCKETING DIV

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

Duke placed another persons previous bill on my duke energy account and disconnected my services by saying I frauded and stolen this persons identity. In order for me to turn my services back on duke made me pay 8605. Of Bernice Bryant bill. Bernice Bryant contacted duke on 7-11-13 and spoke to alicia jones and told her that I (Tiffany Brooks) didn't steal her identity and it was her bill not mines and duke still has her bill onto my duke account.

J. Brooks

Signature

(513) 375-1989

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 JK

Date Processed

OCT 15 2013

TIFFANY BROOKS DUKE ENERGY DISCONNECTION OF SERVICE REQUEST.txt
TIFFANY BROOKS ACCOUNT NUMBER 97100349357
PUBLIC UTILITIES COMMISSION OF OHIO
SERVICE ADDRESS 5102 EBERSOLE AVE CINCINNATI OH 45227
CASE NUMBER TBROO71113ZX

AGAINST

DUKE ENERGY **REQUEST TO UPHOLD**
DISCONNECTION OF DUKE ENERGY SERVICE ON 10/17/2013

I TIFFANY BROOKS IS REQUESTING THAT THE PUBLIC UTILITIES COMMISSION OF OHIO PROVIDE ME WITH ASSISTANCE TO PREVENT DISCONNECTION OF MY DUKE ENERGY SERVICES THAT ARE SCHEDULED FOR DISCONNECTION ON 10/17/2013 DURING THE PENDENCY OF THIS COMPLAINT. THE SERVICES ARE ABOUT TO BE DISCONNECTED DUE TO NON PAYMENT IN THE AMOUNT OF ABOUT \$1445.00 WHILE TRYING TO DISPUTE THIS ONGOING UNJUST BILLING MATTER FORMALLY WITH DUKE, AND THE BETTER BUSINESS BUREAU, AND NOW WITH THE PUBLIC UTILITIES COMMISSION OF OHIO OFFICES. MY SERVICES SHOULD NOT BE DISCONNECTED BECAUSE , THIS IS NOT MY BILL OR MY RESPONSIBILITY, AND I HAVE BEEN FALSLEY ACCUSED, BY DUKE ENERGY ADDING SOMEONE ELSES BILL TO MY ACCOUNT HAS PUT MY SERVICES IN DISCONNECT STATUS.

SINCERLEY,

TIFFANY BROOKS

DUKE ENERGY COMPLAINT

**BERNICE BRYANT
PRIMARY DUKE ACCOUNT 40700443223
DUKE ENERGY CORPORATION COMPLAINT
7126 HIRSCH DR APT 235
CASE NUMBER TBROO71113ZX
CINCINNATI OHIO 45237**

BERNICE BRYANT

SECONDARY DUKE ACCOUNT NUMBER 97100349349

**5102 EBERSOLE AVE
CINCINNATI OHIO 45227**

**TIFFANY BROOKS
PRIMARY DUKE ACCOUNT NUMBER 97100349357
5102 EBERSOLE AVE
CINCINNATI OHIO 45227**

**ON JULY 11 2013 MY SERVICES WERE TURNED OFF AT 10:30 AM
WITHOUT NOTICE. I CONTACTED DUKE ENERGY AND SPOKE TO CUSTOMER
SERVICE THEY**

**THEN TRANSFERRED ME TO A LADY NAMED "HOLLY" IN THE FRAUD DEPARTMENT,
(ATTACHED IS EXHIBIT A), AND SHE ADVISED ME THAT THE SERVICES WERE
TURNED**

**OFF DUE TO FRAUD ACTIVITY , AND IDENTITY THEFT AGAINST MS. BERNICE
BRYANT TURNING SERVICES ON IN HER NAME IN JULY 2012 AT 5102 EBERSOLE AVE**

**CINCINNATI OHIO 45227. I ADVISED HOLLY THAT MY SERVICES SHOULD NOT BE
TURNED OFF BECAUSE I HAD NO DEALINGS WITH A BERNICE BRYANT , AND THIS
DUKE**

**SERVICE IS IN MY NAME. HOLLY THEN ADVISED ME TO CONTACT PUBLIC UTILITIES
COMMISSION OF OHIO. I SPOKE TO A CUSTOMER SERVICE REPRESENTATIVE WHO**

**ADVISED ME TO CONACT THE EXECUTIVE OFFICE OF DUKE ENERGY AT PHONE
NUMBER 513-287-1900. WHEN I CALLED THAT NUMBER I SPOKE TO A LADY NAMED**

**"ALICIA", AND EXPLAINED TO HER THE SITUATION WITH MY SERVICES BEING
TURNED OFF, AND SHE THEN ADVISED ME THAT I WAS "HELD ACCOUNTABLE FOR
THE BILL**

DUKE ENERGY COMPLAINT

OF \$1,200.00??????, AND IN ORDER TO RESTORE MY SERVICES, THERE WERE TWO OPTIONS SHE GAVE ME FOR MY SERVICES TO BE RESTORED IMMEDIATELY. OPTION 1)

MS. BERNICE BRYANT COULD CALL IN AND SPEAK DIRECTLY TO HER AND VERBALLY STATE THAT "SHE AWARE THAT THERE WAS DUKE ENERGY SERVICES TURNED ON IN

HER NAME BACK IN JULY 2012, AND THAT TIFFANY BROOKS HAD NOTHING TO DO WITH THAT BILL". OR OPTION 2) TO MAKE A PAYMENT ON BERNICE BRYANT'S ACCOUNT

FOR \$605.00. I TOLD HER I WOULD GET IN CONTACT WITH SOMEONE WHO KNEW BERNICE BRYANT AND LET THEM KNOW WHAT IS GOING ON. ON JULY 11 2013 AT 2:36 PM

BERNICE BRYANT AND KEMYA BRYANT (BERNICE BRYANT'S GRANDDAUGHTER) CALLED 513-287-1900 AND SPOKE TO "ALICIA" IN THE EXECUTIVE OFFICE OF DUKE

ENERGY, AND BERNICE BRYANT TOLD ALICIA THAT "SHE KNEW ABOUT THE SERVICES THAT WERE IN HER NAME AT 5102 EBERSOLE AVE CINCINNATI OHIO 45227 BACK IN

JULY 2012 "AND THAT NO ONE "STOLE HER IDENTITY" AND THAT "TIFFANY BROOKS DID NOT OWE THAT BILL , IT WAS HERS, AND SHE HAD BEEN MAKING \$100 PAYMENTS

SINCE MAY 16 2013," (ATTACHED IS EXHIBIT B). BERNICE BRYANT THEN ASKED "ALICIA" IF SHE WAS GOING TO TURN TIFFANY BROOKS SERVICES BACK ON AND SHE SAID

"NO" AND BERNICE BRYANT (WHO IS ELDERLY AND 92 YEARS OLD) BECAME VERY UPSET AND ALICIA "HUNG UP" THE PHONE ON BERNICE BRYANT AND HER

GRANDDAUGHTER. BERNICE BRYANT'S GRANDDAUGHTER CALLED ME BACK AND TOLD ME THAT BERNICE BRYANT SPOKE TO "ALICIA" AND STATED SHE WAS AWARE OF

THE SERVICES THAT WERE IN HER NAME BACK IN JULY 2012, NO ONE STOLE HER IDENTITY , AND THAT THE BILL DOESN'T BELONG TO TIFFANY BROOKS, AND SHE ASKED

"ALICIA" WAS SHE GOING TO TURN TIFFANY BROOKS SERVICES BACK ON AND "ALICIA" SAID "NO" UPSETTING BERNICE BRYANT, AND RUDELY HUNG UP. I THEN

DUKE ENERGY COMPLAINT

CALLED

"ALICIA" BACK AND DEMANDED THAT SHE TURNS MY SERVICES BACK ON DUE TO BERNICE BRYANT TELLING HER THAT SHE WAS AWARE OF THE SERVICES AT THAT TIME AND NO ONE STOLE HER IDENTITY, AND THAT I HAVE A MEDICAL CONDITION (TYPE 2 DIABETES) , WHERE I TAKE MEDICATION (INSULIN) THAT NEEDS TO BE

REFRIGERATED IN ORDER FOR ME TO TAKE IT, AND I HAS ASTHMA,"ALICIA"THEN TOLD ME "NO SHE WASN'T GOING TO TURN MY SERVICES BACK ON , EVEN THOUGH

BERNICE BRYANT CALLED AND TOLD HER THAT , AND IF I WANT MY SERVICES TURNED BACK ON I HAD TO PAY \$605.00", (ATTACHED IS EXHIBIT C). I TOLD "ALICIA" THAT

SHE LIED AND I ADVISED HER I WILL TAKE HER AND DUKE ENERGY AND OPEN A PUBLIC INVESTIGATION WITH A WRITTEN COMPLAINT, TO THE DUKE ENERGY

CORPORATE OFFICES, THE BETTER BUSINESS BUREAU (ATTACHED IS EXHIBITS D,E,F,H,I,J,K,L), AND IF NECESSARY LEGAL ACTIONS, FOR FALSELY ACCUSING ME OF FRAUD

AND IDENTITY THEFT, HOLDING ME RESPONSIBLE FOR BERNICE BRYANT'S BILL EVEN AFTER BERNICE BRYANT STATED SHE KNEW ABOUT IT, IT WAS NOT IDENTITY

THEFT AND IT, WAS HER BILL NOT TIFFANY BROOKS, AND PUTTING ME , MY BODY, AND MY MEDICAL CONDITION IS DURESS, AND STRESS. MY SERVICES WERE TURNED

OFF FOR 7 HOURS AND I WENT TO KROGERS AND PAID THE \$605 FOR DUKE TO TURN MY SERVICES BACK ON. I WANT MY \$605.00 REFUNDED BACK TO ME AND I WANT

BERNICE BRYANT'S BALANCE REMOVED FROM MY BILL AND PLACED BACK ON HER DUKE ACCOUNT AT 7126 HIRSCH DR APT 235 CINCINNATI OH 45237. AND

REPREMENDING ACTION TAKEN AGAINST ALL PARTIES INCLUDED IN THE "FALSIFIED FRAUD INVESTIGATION".

SINCERLEY,

MS. TIFFANY BROOKS



CASE NUMBER (EXHIBIT A11)
TB000711132x

Duke Energy
644 Linn St
Cincinnati, OH 45203

Notice of Disconnection

Your service is subject to being disconnected after 07/11/13 as a result of an investigation by our Customer Services Department. This investigation indicates that the following fraudulent practice has occurred:

☒ Service has been placed in an improper or an assumed name in order to misrepresent a material fact relating to your service.

☐ other, as described below:

Please note:

1. You may contest Duke Energy's findings by contacting a Company representative by calling 513-419-1417 4014
2. Duke Energy may disconnect service if:
 - a. You do not contact a Duke Energy representative to contest the findings of a fraudulent practice within 3 business days; or
 - b. You do not provide a satisfactory explanation
3. If your service is disconnected, Duke Energy is not required to reconnect your service until:
 - a. You pay or make satisfactory arrangements to pay the bill for service which was fraudulently obtained or maintained, any defaulted amount, a security deposit, a reconnection charge, and any tariffed investigation charges.

4. If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Duke Energy, or for general information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free), from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

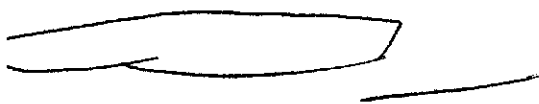
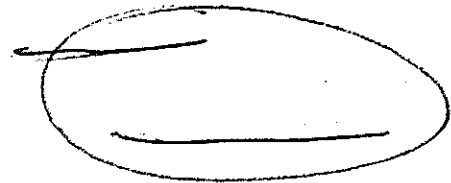
Duke Energy
Customer Service Department EF367
139 E 4TH Street
Cincinnati, Ohio 45202

Duke

(EXHIBIT "B")

CASE NUMBER

TBROO7113ZX



about your account.
Answer by Internet @
www.telkroser.com
You will need this receipt to respond
SURVEY ENTRY CODE

014 999

Mikes

EXHIBIT B

July 11, 2013

CASE NUMBER

TBR0071132X

PHONE N.I.
WAS FORCED
ON 3

PRICE
PROPERTY

ACCOUNT

IN ORDER
SERVICES

FOR MY
TURNED
NO DEF OR.

34 CK

AB

EXHIBIT 11811
Regards,

Tina Geers

CASE NUMBER TBR00711132 X
Marketplace Resource Consultant
Phone: 513-639-9127

MESSAGE FROM BUSINESS:

I apologize. I initially responded to this complaint on 8/5/13. Please review my response and attachments:

RE: Tiffany Brooks
5102 Ebersole
#9710 0349 34
TO: BBB

Good afternoon,

Bernice Bryant is a 93 year old victim of Identity theft. She has resided at 7126 Hirsch Dr. Apt. 235 since 1988. On 3/13/13 she opened her bill to discover a transferred final bill totaling \$815.87 had been transferred to her account from an address at 5102 Ebersole.

The monthly usage for her residence at 7126 Hirsch, Apt 235 usually runs between \$50.00 - \$102.00. When she received the bill showing the transferred final bill she became upset. With the help of her personal assistant she contacted the company to inquire. She stated she was not responsible for the usage and that this is fraud. Our Fraud team was notified and they conducted an in depth investigation. Ms. Bryant also submitted a completed fraud packet. The results of the investigation confirmed that Bernice Bryant was not responsible for the bill and name on the account was change from Bernice Bryant to Tiffany Brooks. Below are the results of the investigation:

- Tiffany Brooks had an outstanding balance from 5762 Reflections Way. The final bill balance of \$279.31 was due 12/5/2008.
- The service at 5102 Ebersole was placed in Bernice Bryant's name on 7/24/12.
- 1/14/13 Tiffany Brooks paid \$279.00 final bill balance from 5762 Reflections way.
- 1/14/13 the account at 5102 Ebersole was transferred out of Ms. Bryant's name and into Tiffany Brooks. Tiffany starts new account at a -0- balance.
- The transfer left a final bill balance for gas and electric in Ms. Bryant's name totaling \$1,197.33
- Company transferred the electric charges totaling \$815.87 to Ms. Bryant's account at 7126 Hirsch Dr.

To resolve the issue the company dropped a 3 day notice on 7/8/13 requesting Tiffany Brooks contact the company to discuss the fraud allegation. There was no response and on 7/11/13 the service was

disconnected for failure to respond to the 3 day notice. The balance of \$815.87 was transferred back to the 5102 Ebersole and Tiffany was required to pay \$605.00 in order to have her service restored. The payment posted and the service was restored on 7/11/13. A remaining balance totaling \$610.29 was transferred to Ms. Brooks account on 7/12/13.

The Fraud case attachment I have provided contains documentation that shows on 7/2/13 Our Fraud dept. representative confirmed with the landlord that Tiffany Brooks had been her tenant at 5101 Ebersole since 7/23/12. The landlord also confirmed that her roommate is Kemya Bryant, Bernice Bryant's granddaughter.

Attachments:

- Completed fraud packet includes: Notary Public seal complete with signature to confirm Bernice Bryant did not apply for service at 5102 Ebersole.

Ms. Bryant's lease confirms she has lived at 7126 Hirsch Dr. Apt. 235 sine 1/12/1988.

Photo ID

Completed Police Report filed in March 2013

- Fraud Case details
- Bernice Bryant's monthly electric usage from 7126 Hirsch Dr.
- Tiffany Brooks final bill -5762 Reflections Way. Bernice Bryant electric usage and charges for 7126 Hirsch Dr. Bernice Bryant 5102 Ebersole bill documents includes final bill balance totaling \$1,197.33. Account notation that indicate Ms. Bryant was not aware of service in her name at 5102 Ebersole.

If you need any additional information let me know.

Alicia Jones
Customer Experience Associate
Consumer Affairs
513-287-2072 - office
513-287-4375 - fax
Alicia.Jones@Duke-Energy.com



EXHIBIT "E"

Cincinnati Better Business Bureau
7 West 7th Street, Ste. 1600
Cincinnati, OH 45202
P: (513)421-3015 | F: (513)621-0907

CASE NUMBER
+BR0071132X

08/23/2013

Tiffany Brooks
5102 Ebersole Avenue
Cincinnati, OH 45227

Dear Tiffany Brooks :

This message is in regard to your concerns submitted on 8/19/2013 12:00:00 AM against Duke Energy. Your complaint was assigned ID 9673327. We received the business's response to your concerns, and you can find the contents of the message below or attached.

To assist us in bringing this matter to a close, we would like to know your view on the matter.

- * Has the company addressed the issues of this dispute?
- * If not, why?
- * Has the company met the agreement they outlined in their response?

Please submit your acceptance or rejection of this response via online system, fax or mail within 7 days.

The text of your complaint will be publicly posted on BBB's Web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information when you tell us about your problem or in your desired outcome. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Your complaint will be made part of the company's BBB Business Review for the next 3 years. If we don't hear from you, your complaint will be reflected as "resolved." Should you have any questions or further concerns, please do not hesitate to contact us. We would be glad to assist you.

glad to assist you.

Regards,

Tina Geers

Marketplace Resource Consultant
Phone: 513-639-9127

MESSAGE FROM BUSINESS:

RE: Tiffany Brooks, 5102 Ebersole, Cincinnati, Ohio 45227

To whom it may concern,

I provided a response that included attachments on 8/23/2013 regarding this issue.

Tiffany Brooks had an outstanding balance at a previous address at 5762 Reflections Way. Service was transferred into Bernice's name at 5102 Ebersole on 7/24/12. Another large balance from a different address that had been in Bernice Bryant's name was also transferred onto the account at 5102 Ebersole. In January 2013 Tiffany paid off her past due bill from Reflections Way and applied to transfer service into her name at 5102 Ebersole. The transfer went through because Tiffany no longer has a past due bill at Reflections way.

After the service was transferred into her name a final bill generated in Bernice's name in the amount of \$1,197.33 and eventually the unpaid balance was transferred to Ms. Bernice Bryant's account at 7126 Hirsch Dr. Ms. Bryant is 93 years old and has lived at 7126 Hirsch Dr. Apt. 235 since 1988. Ms. Bryant became upset when the large balance was transferred into her account. With assistance she completed a Fraud Packet. Duke Energy fraud packet investigated and was able to determine that Bernice Bryant was not aware service was in her name and will not be held responsible for charges that generated while the service was in her name. Tiffany Brooks is associated with Ms. Bryant through Ms. Bryant's granddaughter.

The company is not required to provide Tiffany with the completed Fraud Packet as proof that she is responsible for bill. She may not be aware Ms. Bryant completed the Fraud Packet, which includes a police report.

It is Duke Energy's position that Tiffany Brooks is responsible for the usage.

If you need any additional information let me know.

A. Jones, Consumer Affairs, Duke Energy 513-287-2072



Cincinnati Better Business Bureau
7 West 7th Street, Ste. 1600
Cincinnati, OH 45202
P: (513)421-3015 | F: (513)621-0907

EXHIBIT #11
CASE NUMBER
+BRO0711132X

09/10/2013

Tiffany Brooks
5102 Ebersole Avenue
Cincinnati, OH 45227

Dear Tiffany Brooks :

This message is in regard to your concerns submitted on 8/19/2013 12:00:00 AM against Duke Energy. Your complaint was assigned ID 9673327. We received the business's response to your concerns, and you can find the contents of the message below or attached.

To assist us in bringing this matter to a close, we would like to know your view on the matter.

- * Has the company addressed the issues of this dispute?
- * If not, why?
- * Has the company met the agreement they outlined in their response?

Please submit your acceptance or rejection of this response via online system, fax or mail within 7 days.

The text of your complaint will be publicly posted on BBB's Web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information when you tell us about your problem or in your desired outcome. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Your complaint will be made part of the company's BBB Business Review for the next 3 years. If we don't hear from you, your complaint will be reflected as "resolved." Should you have any questions or further concerns, please do not hesitate to contact us. We would be

Tiffany Brooks
5102 Ebersole Avenue
Cincinnati, OH 45227

Dear Tiffany Brooks :

This message is in regard to your concerns submitted on 8/19/2013 12:00:00 AM against Duke Energy. Your complaint was assigned ID 9673327. We received the business's response to your concerns, and you can find the contents of the message below or attached.

To assist us in bringing this matter to a close, we would like to know your view on the matter.

- * Has the company addressed the issues of this dispute?
- * If not, why?
- * Has the company met the agreement they outlined in their response?

Please submit your thoughts via online system, fax or mail within 7 days.

The text of your complaint may be publicly posted on BBB's Web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information when you tell us about your problem or in your desired outcome. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Your complaint will be made part of the company's BBB Business Review for the next 3 years. If we don't hear from you, your complaint will be reflected as "resolved." Should you have any questions or further concerns, please do not hesitate to contact us. We would be glad to assist you.

Regards,

Tina Geers

Marketplace Resource Consultant
Phone: 513-639-9127

MESSAGE FROM BUSINESS:

RE: Tiffany Brooks, 5102 Ebersole, #9710 0349 35

Good Afternoon,

I have addressed all the allegations Ms. Brooks has listed in her complaint in a previous response to the BBB. The company has confirmed that Bernice Bryant is not responsible for the usage or charges that generated while service was in her name at 5102 Ebersole or 10702 Sharondale. She has lived at the same residence for many, many years. Ms. Brooks is eligible for payment arrangements upon request. The number to Duke Energy's Credit Department is: 513.651.5100

I am unable to provide Ms. Brooks with the Police Report or Fraud Packet information that was used to confirm Ms. Bryant is not responsible for the charges. However, Duke Energy Records can be subpoenaed. Please see the

Subpoena information listed below:

Duke Energy, Attention: Minna Rolfes, 139 East 4th St. Room: 1212 Main, Cinti
Ohio 45202. Or a formal subpoena can be faxed to: 513.287.4386

Please let me know if you need any additional information

CASE NUMBER

AUGUST 27 DUKE.txt
EXHIBIT "G"

TBR00711132X

Better Business Bureau:8/27/2013

I have reviewed the response made by the business in reference to complaint ID 9673327, and have determined that

this does not resolve my complaint. For your reference, details of the offer I reviewed appear below.

I TIFFANY BROOKS HAVE PROVIDED OBJECTIONS TO DUKE'S ALLEGED IDENTITY THEFT CLAIMS:

WHO AND HOW WAS SERVICE PUT INTO BERNICE BRYANTS NAME AT 5102 EBERSOLE AVE

NO PROOF THAT TIFFANY BROOKS (MYSELF) HAD ACCESS TO BERNICE BRYANT'S PERSONAL

INFORMATION,

AND THAT I PUT SERVICE INTO BERNICE BRYANT'S NAME.

LANDLORD NEVER PROVIDED A LEASE THAT WAS SIGNED AND DATED FROM TIFFANY BROOKS

(MYSELF)
CONFIRMING WHEN I ACTUALLY MOVED IN TO 5102 EBERSOLE AVE

WHERE IS THE PROOF ON HOW WAS BERNICE BRYANT'S IDENTITY (PERSONAL INFORMATION) WAS

STOLEN BY TIFFANY BROOKS (MYSELF)

BERNICE BRYANT WAS AWARE OF THE BILL SINCE SHE WAS MAKING \$100 MONTHLY INSTALLMENT

PAYMENTS BEGINNING MAY 2013.

ON JULY 11 2013 BERNICE BRYANT CALLED IN WITH GRANDDAUGHTER AND GAVE VERBAL

STATEMENT TO ALICIA JONES AT DUKE THAT "TIFFANY BROOKS DIDNT STEAL HER IDENTITY, AND

SHE WAS

AUGUST 27 DUKE.txt

AWARE OF THE BILL, IT WAS HER BILL, NOT TIFFANY BROOKS".

**THIS "ALLEGED IDENTITY THEFT" CLAIM AND INVESTIGATION FROM DUKE
ENERGY AGAINST**

TIFFANY BROOKS (MYSELF)

**IS BASED ON "SHE SAID, HE SAID". ALL CLAIMS, STATEMENTS, AND OR
ACCUSATIONS HAVE NOT**

ALL BEEN PRESENTED IN

**WRITING FOR MY REVIEW. SINCE JULY 11 2013 I HAVE REQUESTED AND ASKED
HOLLY AND ALICIA**

JONES FOR SUCH DOCUMENTATION (WRITTEN PROOF)

**AND THEY REPEATELY TOLD ME THEY WOULD EMAIL IT TO ME BUT THEY NEVER
DID.**

I AM NOT RESPONSIBLE FOR THIS BILL IN ANY WAY.

[To assist us in bringing this matter to a close, we would like to know your view on the matter.]

Regards,

Tiffany Brooks

CASE NUMBER
STBR

00711322

TIFFANY BROOKS 9-18-2013 2nd DUKE ENERGY RESPONSE.txt
Better Business Bureau: 9/18/2013 EXHIBIT "H"

I have reviewed the response made by the business in reference to complaint ID 9673327, and have determined that this does not resolve my complaint. For your reference, details of the offer I reviewed appear below.

[To assist us in bringing this matter to a close, we would like to know your view on the matter.]

ALICA JONES AND HOLLY CONTRIDICTED THEMSELVES IN ALL THEIR WRITTEN AND VERBAL STATEMENTS BY SAYING THAT "I (TIFFANY BROOKS) STOLEN BERNICE

BRYANT'S IDENTITY AND I STARTED NEW SERVICE IN BERNICE BRYANT'S NAME AT 5102 EBERSOLE AVE WITHOUT BERNICE BRYANT'S PERMISSION OR KNOWLEDGE,

ONCE ALICIA JONES AND BBB RECEIVED MY PROOF OF A WRITTEN AND NOTORIZED STATEMENT FROM BERNICE BRYANT SAYING "TIFFANY BROOKS DID NOT STEAL HER

IDENTITY AND START NEW SERVICE IN BERNICE BRYANT'S NAME AT 5102 EBERSOLE AVE WITHOUT HER PERMISSION, THAT THE SERVICE AT EBERSOLE CAME FROM A

TRANSFER OF SERVICE FROM A PREVIOUSLY ACTIVE ADDRESS THAT BERNICE BRYANT AND HER GRANDDAUGHTER DID, NOT ME (TIFFANY BROOKS), ALICIA JONES NOW

WANTS TO CHANGE HER STATEMENT OF IDENTITY THEFT FOR NEW SERVICE TO NOW OTHER PREVIOUS SERVICE.

MY FAXED NOTORIZE STATEMENT FROM BERNICE BRYANT ALONG WITH PROOF OF THE BILL FROM THE TRANSFER OF SERVICE THAT TOOK PLACE TO EBERSOLE

CLEARLY DISCREDITS DUKE ENERGY AND ALICIA JONES ERRONEOUS, AND FALSE CLAIMS OF ME (TIFFANY BROOKS) STEALING BERNICE BRYANT'S IDENTITY AND

STARTING NEW SERVICE AT EBERSOLE WHEN IT WAS CLEARLY A TRANSFER OF SERVICE DONE BY BERNICE BRYANT AND HER GRANDDAUGHTER, NOT IDENTITY THEFT BY

TIFFANY BROOKS.

IN REGARDS TO THE STATEMENT ALICIA JONES MADE STATING ,

TIFFANY BROOKS 9-18-2013 2nd DUKE ENERGY RESPONSE.txt

Duke Energy fraud packet investigated and was able to determine that Bernice Bryant was not aware service was in her name and will not be held responsible for charges that generated while the

service was in her name.

I AM STILL WAITING TO SEE THE COPY OF THIS ALLEGED FRAUD PACKET AND POLICE REPORT THAT ALLEGEDLY ACCUSES ME OF "IDENTITY THEFT, AND IF IT IS A POLICY

THAT "ALICIA JONES DOESNT HAVE TO SHOW ME A COPY OF THE FRAUD PACKET AND POLICE REPORT", THEN I (TIFFANY BROOKS) WANT A WRITTEN COPY OF DUKE

ENERGY'S COMPANY POLICY STATING THAT.

ALSO AGAIN ACCORDING TO MY FAXED NOTORIZED STATEMENT FROM BERNICE BRYANT'S DATED 9/4/2013 SHOWS AND STATES THAT BERNICE BRYANT WAS AWARE OF

SERVICES TRANSFERRED TO 5102 EBERSOLE. ALSO THERE IS A BILL FROM MAY 2013 THAT BERNICE BRYANT RECEIVED AT 7126 HIRSCH DR FROM DUKE WITH THE

TRANSFERRED BALANCE FROM EBERSOLE OF AROUND \$828.00 AND IT STATES THAT IT WAS A TRANSFER BALANCE AND SHE MADE A \$100 PAYMENT TOWARDS IT.

Regards,

Tiffany Brooks

CASE NUMBER

duke energy bbb decision response 10-1-2013.txt

Better Business Bureau:10/1/2013 EXHIBIT "I"

TB0071132X

I have reviewed the response made by the business in reference to complaint ID 9673327, and have determined that

this does not resolve my complaint. For your reference, details of the offer I reviewed appear below.

I Tiffany Brooks disagree with this decision based on the fact that duke energy failed to show solid actual factual

proof of my involvement in this and how this bill is my responsibility.

If Bernice Bryant has lived at 7126 Hirsch Dr Apt 235 for over 18 years, how did Bernice Bryant have service at

Sharondale ln in Sharonville Ohio, resulting in a transfer of service to Ebersole ave, which clearly shows that these

false allegations of me (Tiffany Brooks) stealing Bernice Bryant's identity and starting NEW SERVICE at 5102

ebersole is completely bogus.

If Bernice Bryant wasn't responsible for the bill why was she making payments on Sharondale statement and

Ebersole of \$100.

If Bernice Bryant wasn't responsible for the bill, why would she call into duke energy fraud department on July 11 at

2:36pm with her granddaughter and spoke to Alicia Jones and verbally told her" it was her bill , she was aware of it ,

and that I (Tiffany Brooks) had nothing to do with it and Tiffany Brooks did not steal my identity".

If Bernice Bryant wasn't responsible for the bill why would Bernice Bryant and her granddaughter provide a written

signed notarized statement on September 7 of what she told Alicia Jones verbally back on July 11.

I have provided all documents ,written statements and duke energy statements, payments receipts, and a legal signed

duke energy bbb decision response 10-1-2013.txt

written nortorized statement from Bernice Bryant all used to responded to alleged false statements made by duke

energy and every attempt has been ignored leaving me no choice but to explore other options in solving this on going

matter.

Regards,

Ms. Tiffany Brooks

CASE NUMBER TBR00711132X
EXHIBIT J

ATTENTION: BETTER BUSINESS BUREAU

Bernice Bryant's Written Statement Regarding Duke Account Number
97100349349/97100349357 In care of Tiffany Brooks.
2013

September 4

On July 11 2013 at 2:36 pm myself (Bernice Bryant) and my granddaughter (Kemya Bryant), called Duke Energy's executive office and spoke to Alicia Jones and I (Bernice Bryant) verbally told Alicia that Tiffany Brooks DID NOT steal my identity, and I was aware of the bill for service in my name at 5102 Ebersole Ave in Cincinnati Oh 45227, the bill belongs to me, not Tiffany Brooks, she had nothing to do with my bill. This bill at 5102 Ebersole Ave was not for new service, it came from a transfer of service that I had at a previous address of 10702 Sharondale Ln, Sharonville Ohio 45241 (SEE ATTACHED STATEMENT). My services at 10702 Sharondale Ln, started March 2012 and ended in a transfer to Ebersole in July 2013. All of these services are between myself (Bernice Bryant) and my granddaughter (Kemya Bryant), NOT TIFFANY BROOKS. I (Bernice Bryant) had been making \$100 monthly payments on my bill for 5102 Ebersole since May 2013 and I take full responsibility for services at 5102 Ebersole between July 2012 until December 2012.

Bernice
Bernice Bryant

Bryant
Regards,

K. Bryant
Kemya Bryant

Kemya Bryant

CASE NUMBER BR 00711132X

ACCT NO. 97/00349357

ACKNOWLEDGMENT

EXHIBIT K

STATE OF OHIO

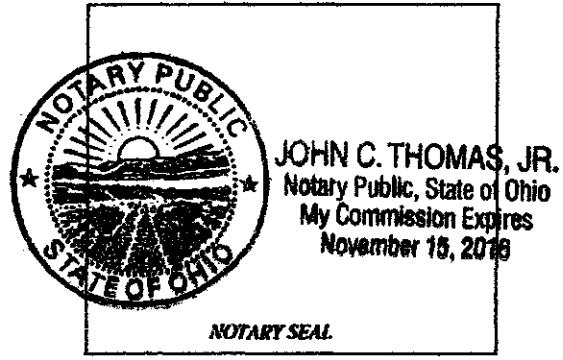
COUNTY OF Cuyahoga

On 9/7/10 before me, John C. Thomas, Jr., Notary Public, personally appeared

Renee Boyant, Bernice Boyant

NAME(S) OF SIGNERS

personally known to me - or - proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



WITNESS my hand and official seal.

Signature of Notary

MY COMMISSION EXPIRES ON: 11/15/10

Description of Attached Document:

Title or Type of Document: Bernice Boyant's Affidavit Regarding Debt Account

Document Date: September 7, 2010 Number of Pages: 1

Signers Other Than Named Above:

Name / Service Address	For Inquiries Call	Account Number
------------------------	--------------------	----------------

Bernice Bryant
10702 Sharondale Rd
Cincinnati OH 45241

Duke Energy

513-421-9500

8750-0609-22-0

CASE NUMBER TBRO0711132X

Mail Payments To	Account Information
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PO Box 1326
Charlotte NC 28201-1326

Payments after Apr 25 not included
Last payment received Apr 23

Bill prepared on Apr 25, 2012
Next meter reading May 23, 2012

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000478012	Mar 23	Apr 24	32	103	135	32
Elec	100291733	Mar 23	Apr 24	32	611	998	387

Gas - Residential	
Usage -	32 CCF
Duke Energy - Rate RS	\$ 46.37
Current Gas Charges	\$ 46.37
Gas Cost Recovery \$0.37603070/CCF	

Current Billing	
Am't Due - Previous Bill	\$ 62.63
Payment(s) Received	63.57cr
Balance Forward	0.94cr
Current Gas Charges	46.37
Current Electric Charges	46.44
Current Amount Due	\$ 91.87

Electric - Residential	
Usage -	387 kWh
Duke Energy - Rate RS	\$ 46.44
Current Electric Charges	\$ 46.44

EXHIBIT "L"

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.3760307 per CCF, which includes a base GCR of \$0.3585000 and Ohio excise tax of \$0.0175307.

Brighten your day and lighten your energy bill with FREE CFLs. They're an easy way to save energy and money. Visit www.duke-energy.com/CFLbulb or call 1-800-943-7585 (choose option 1) to see if you're eligible.

Due Date	Amount Due	After May 17, 2012
May 17, 2012	\$ 91.87	\$ 93.25



1083-01-00-0020527-0001-0041176

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