

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

Theresa Jones	)	
1339 Woodlawn Ave. Apt. 2	)	
Middletown, OH 45044	)	
	)	
Complainant,	)	Case No. 14-1625-EL-CSS
	)	
v.	)	
	)	
Duke Energy Ohio, Inc.	)	
	)	
Respondent.	)	

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**ANSWER OF RESPONDENT DUKE ENERGY OHIO, INC.**

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For its Answer to the Complaint of Theresa Jones (Complainant), Duke Energy Ohio, Inc. (Duke Energy Ohio or Company) states as follows:

1. Duke Energy Ohio lacks knowledge or information to admit or deny whether a July 2013 bill allegedly caused Complainant to go on a payment plan with the Company and, therefore, denies those allegations. Further answering, Duke Energy Ohio states that Complainant entered into a payment plan with the Company in August 2013 and subsequently defaulted on that payment plan in November 2013 when she failed to make the required payment. Complainant also entered into a payment plan in January 2014 and defaulted the next month when she failed to make the required payment. Based on her account history and default on prior payment plans, as of February 2014 Complainant no longer qualified for additional payment plans with Duke Energy Ohio.
2. Duke Energy Ohio admits that Complainant received a final bill of \$540.93 on her Account #8100-3809-01-3 once Complainant caused her gas service to be separated from

her initial Account #3880-0488-58-0. A copy of Complainant's final bill for Account #8100-3809-01-3 is attached as Exhibit A. A copy of the bill prepared on August 20, 2014, for Complainant's Account #3880-0488-58-0, and which reflects the separation of those gas charges, is attached as Exhibit B. Further answering, Duke Energy Ohio states that Complainant previously used separation of service on four occasions during May 2010, June 1011, April 2012 and August 2014.

3. Duke Energy Ohio denies that the above-referenced final bill of \$540.93 does not match Complainant's usage or payments. Further answering, Duke Energy Ohio states that the Company has properly billed Complainant for all of her gas and electric usage in accordance with all applicable provisions of Title 49 of the Ohio Revised Code and regulations promulgated thereunder, and in accordance with Duke Energy Ohio's filed tariffs.
4. Duke Energy Ohio denies that the Company "keeps [Complainant] in the hole with" respect to her account.
5. Duke Energy Ohio denies that the Company has caused Complainant to suffer distress as a result of her account.
6. Duke Energy Ohio denies all allegations of the Complaint not expressly admitted herein.

#### **AFFIRMATIVE DEFENSES**

7. The Complaint fails to state a claim against Duke Energy Ohio upon which relief may be granted.
8. Duke Energy Ohio asserts as an affirmative defense that pursuant to R.C. 4905.26 and O.A.C. 4901-9-01-(B)(3), Complainant has failed to set forth reasonable grounds for complaint.

9. Duke Energy Ohio asserts as an affirmative defense that Complainant has not identified any rule or regulation which the Company allegedly violated with respect to her account or any manner in which the Company allegedly failed to comply with its tariffs on file with the Commission.
10. Duke Energy Ohio asserts as an affirmative defense that at all times relevant to Complainant's claims, Duke Energy Ohio has provided reasonable and adequate service and has billed the Complainant according to all applicable provisions of Title 49 of the Ohio Revised Code and regulations promulgated thereunder, and in accordance with Duke Energy Ohio's filed tariffs, as fully reflected in Exhibit C hereto, which is the complete billing and payment history of Complainant's Account #3880-0488-58-0 from August 31, 2010, through September 19, 2014.
11. Duke Energy Ohio asserts as an affirmative defense that at all times relevant to Complainant's claims, the Company acted in conformance with O.A.C. 4901:1-10 and 4901:1-13 with respect to the safe and reliable provision of electric and gas services at Complainant's property.
12. Duke Energy Ohio asserts as an affirmative defense that at all times relevant to Complainant's claims, the Company acted in conformance with O.A.C. 4901:1-10-22 and 4901:1-13-11, as well as all other rules, regulations and statutes, with respect to the Company's billings to Complainant.
13. Duke Energy Ohio asserts as an affirmative defense that at all times relevant to Complainant's claims Complainant has never disputed her gas and electric charges, questioned the accuracy of the Company's gas and electric meters, or otherwise requested that the Company test its meters.

14. Duke Energy Ohio asserts as an affirmative defense that Complainant has not stated any damages or request for relief, including relief which may be granted by this Commission.
15. Duke Energy Ohio reserves the right to raise additional affirmative defenses or to withdraw any of the foregoing affirmative defenses as may become necessary during the investigation and discovery of this matter.

### **CONCLUSION**

WHEREFORE, having fully answered, Respondent Duke Energy Ohio, Inc. prays that the Commission dismiss the Complaint of Theresa Jones for failure to set forth reasonable grounds for the Complaint and to deny Complainant' Request for Relief, if any.

Respectfully submitted,

/s/ Robert A. McMahon

Robert A. McMahon (0064319)

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Attorneys for Duke Energy Ohio, Inc.

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing document was served via regular US Mail, postage prepaid, this 3<sup>rd</sup> day of October, 2014 upon the following:

Theresa Jones  
1339 Woodlawn Ave., Apt. 2  
Middletown, OH 45044

/s/ Robert A. McMahon

**\*\* FINAL BILL \*\***

Account Number 8100-3809-01-3

20 14

Due Date	Amount Due
Aug 27, 2014	\$ 540.93

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
HeatShare Contribution Amount Enclosed  
(for Customer Assistance)

Theresa E Jones  
1339 Woodlawn Ave Apt 2  
Middletown OH 45044-4341

PO Box 1326  
Charlotte NC 28201-1326

410 00000540935 81003809013 082720146 00000549045

**\*\* FINAL BILL \*\***

Page 1 of 1

Name/Service Address	For Inquiries Call	Account Number
Theresa E Jones	Duke Energy 1-800-544-6900	8100-3809-01-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 05 not included Bill prepared on Aug 05, 2014

Current Billing	
Amt Due - Previous Bill	\$ 0.00
Balance Forward	0.00
Transfer From 38800488-58	540.93
Current Amount Due	\$ 540.93

PLEASE NOTE: This is your final bill for gas service as a result of the separation of your service.

**\*\* FINAL BILL \*\***

Due Date	Amount Due	After Aug 27, 2014
Aug 27, 2014	\$ 540.93	\$ 549.04



Account Number 3880-0488-58-0

20 14

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

Due Date	Amount Due
Sep 11, 2014	\$ 96.20

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
HeatShare Contribution Amount Enclosed  
(for Customer Assistance)

Theresa E Jones  
1339 Woodlawn Ave Apt 2  
Middletown OH 45044-4341

PO Box 1326  
Charlotte NC 28201-1326

400 00000096202 38800488580 091120143 00000097640

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Theresa E Jones 1339 Woodlawn Apt: 2 FL: 2 Middletown OH 45044	Duke Energy 1-800-544-6900	3880-0488-58-0

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 20 not included Bill prepared on Aug 20, 2014 Next meter reading Sep 05, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Gas	000464093	Jul 08 Aug 01	24	6976 6987	11
Elec	100538480	Jul 08 Aug 06	29	3610 3915	305

Gas - Residential	Current Billing
Usage - 11 CCF	Amt Due - Previous Bill \$ 545.96
Duke Energy - Rate RS \$ 45.82	Late Payment Charge(s) 0.76
<b>Current Gas Charges \$ 45.82</b>	<b>Balance Forward 546.72</b>
Gas Cost Recovery \$0.60731310/CCF	Current Gas Charges 45.82
	Current Electric Charges 44.59
	Transfer To 81003809-01 540.93cr
	<b>Current Amount Due \$ 96.20</b>

Electric - Residential
Usage - 305 kWh
Duke Energy - Rate RS \$ 44.59
<b>Current Electric Charges \$ 44.59</b>

This bill contains final charges for gas service on Meter #464093.

As you requested, we have disconnected your Gas Service for Separation of Service.

The more you know, the less you spend. Get bill-lowering tips at [duke-energy.com/energytips](http://duke-energy.com/energytips).

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go to online to [duke-energy.com/SaveOnBulbs](http://duke-energy.com/SaveOnBulbs) or check your FREE CFL eligibility by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

Due Date	Amount Due	After Sep 11, 2014
Sep 11, 2014	\$ 96.20	\$ 97.64



Name	Service Address	Account Number
Theresa E Jones	1339 Woodlawn Apt: 2 FL: 2 Middletown OH 45044	3880-0488-58-0

Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at [duke-energy.com/HaulAway](http://duke-energy.com/HaulAway) or by calling 855.398.6200.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.6073131 per CCF, which includes a base GCR of \$0.5790000 and Ohio excise tax of \$0.0283131.

In Case No. 14-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan Rider, effective July 31, 2014. A typical residential customer using 70 CCF per month will see an increase of approximately \$1.11 or 1.3%.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

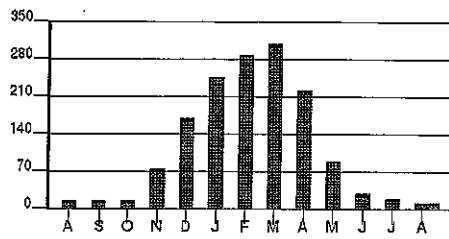
Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter - 000464093		Rate RS - Residential Service	
CCF Usage - 11		Fixed Delivery Service Charge	\$ 33.03
Jul 08 - Aug 01		Usage-Based Charge	
24 Days		11 CCF @ \$ 0.03272800	0.36
		Gas Delivery Riders	5.75
		Gas Cost Recovery	
		11 CCF @ \$ 0.60731310	6.68
			\$ 45.82
		<b>Total Current Gas Charges</b>	<b>\$ 45.82</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter - 100538480		Rate RS - Residential Svc-Summer	
kWh Usage - 305		Distribution-Customer Chg	\$ 6.00
Jul 08 - Aug 06		Delivery Charges	
29 Days		Distribution-Energy Chg	
		305 kWh @ \$ 0.02534200	7.73
		Delivery Riders	9.01
		Total Delivery Charges	\$ 16.74
		Generation Riders	2.35
		Generation Charges	
		Rider RC	3.97
		Rider RE	14.63
		Rider AERR	0.08
		Rider SCR	0.82
		Total Generation Charges	\$ 19.50
			44.59
		<b>Total Current Electric Charges</b>	<b>\$ 44.59</b>



Name	Service Address	Account Number
Theresa E Jones	1339 Woodlawn Apt: 2 FL: 2 Middletown OH 45044	3880-0488-58-0

CCF

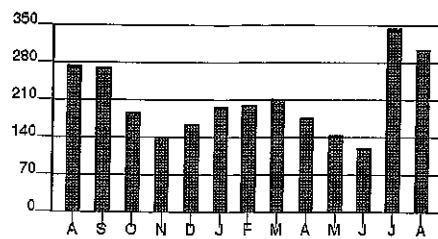
Gas Usage



Calculations based on most recent 12 month history  
 Total Usage 1,483  
 Average Usage 124

kWh

Electric Usage



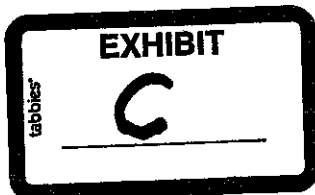
Calculations based on most recent 12 month history  
 Total Usage 2,470  
 Average Usage 206

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	15	14	15	75	170	245	288	309	221	88	29	18	11
Electric	276	272	188	143	167	198	200	211	177	145	120	346	305

38800488 58

THERESA E JONES  
1339 WOODLAWN  
MIDDLETOWN, OH 45044

<u>Bill Prep Date</u>	<u>Due Date</u>	<u>Date Entered</u>	<u>Amount</u>	<u>Description</u>
9/19/2014	10/13/2014		\$ 152.29	BILL
		9/11/2014	\$ 1.44	LATE PAYMENT CHARGE
		9/8/2014	\$ 54.65	BILL CHARGE
8/20/2014	9/11/2014		\$ 96.20	BILL
		8/13/2014	\$ 0.76	LATE PAYMENT CHARGE
		8/7/2014	\$ 44.59	BILL CHARGE
		8/5/2014	540.93-	SEPS COMPLETE FROM
		8/4/2014	\$ 45.82	BILL CHARGE
7/22/2014	8/13/2014		\$ 545.96	BILL
		7/21/2014	116.00-	PAYMENT
		7/21/2014	\$ 116.00	PENDING PAYMENT RECONCILED
		7/19/2014	116.00-	PENDING PAYMENT
		7/14/2014	\$ 8.30	LATE PAYMENT CHARGE
		7/9/2014	\$ 100.17	BILL CHARGE
6/20/2014	7/14/2014		\$ 553.49	BILL
		6/12/2014	\$ 6.93	LATE PAYMENT CHARGE
		6/9/2014	\$ 84.25	BILL CHARGE
5/21/2014	6/12/2014		\$ 462.31	BILL
		5/19/2014	334.00-	PAYMENT
		5/19/2014	10.11-	LPC CANCELTION
		5/19/2014	\$ 334.00	PENDING PAYMENT RECONCILED
		5/16/2014	334.00-	PENDING PAYMENT
		5/14/2014	\$ 10.11	LATE PAYMENT CHARGE
		5/8/2014	\$ 122.34	BILL CHARGE
4/22/2014	5/14/2014		\$ 673.97	BILL
		4/15/2014	\$ 6.93	LATE PAYMENT CHARGE
		4/15/2014	305.00-	PAYMENT
		4/15/2014	11.50-	LPC CANCELTION
		4/15/2014	\$ 305.00	PENDING PAYMENT RECONCILED
		4/14/2014	\$ 11.50	LATE PAYMENT CHARGE
		4/14/2014	305.00-	PENDING PAYMENT
		4/8/2014	\$ 205.36	BILL CHARGE
3/21/2014	4/14/2014		\$ 766.68	BILL
		3/17/2014	\$ 7.30	LATE PAYMENT CHARGE
		3/17/2014	285.00-	PAYMENT
		3/17/2014	11.57-	LPC CANCELTION
		3/17/2014	\$ 285.00	PENDING PAYMENT RECONCILED
		3/14/2014	\$ 11.57	LATE PAYMENT CHARGE
		3/14/2014	285.00-	PENDING PAYMENT
		3/10/2014	\$ 272.74	BILL CHARGE



2/20/2014	3/14/2014	\$ 771.64	BILL
	2/20/2014	\$ 244.59	AGMT REMOVAL - IN DEFAULT
	2/13/2014	\$ 4.26	LATE PAYMENT CHARGE
	2/7/2014	\$ 238.90	BILL CHARGE
1/22/2014	2/13/2014	\$ 283.89	BILL
	1/22/2014	\$ -	BILL CHARGE
	1/13/2014	175.00-	PAYMENT
	1/13/2014	2.63-	LPC CANCELTION
	1/13/2014	\$ 175.00	PENDING PAYMENT RECONCILED
	1/10/2014	\$ 2.63	LATE PAYMENT CHARGE
	1/10/2014	\$ 175.00	AGMT SETUP INSTALLMENT
	1/10/2014	481.59-	ACCT BAL TRANSFERRED TO AGMT
	1/10/2014	175.00-	PENDING PAYMENT
	1/9/2014	\$ 221.89	BILL CHARGE
12/19/2013	1/10/2014	\$ 481.59	BILL
	12/11/2013	\$ 4.71	LATE PAYMENT CHARGE
	12/7/2013	\$ 163.10	BILL CHARGE
	11/25/2013	100.00-	PAYMENT
	11/25/2013	\$ 100.00	PENDING PAYMENT RECONCILED
	11/22/2013	100.00-	PENDING PAYMENT
11/19/2013	12/11/2013	\$ 413.78	BILL
	11/19/2013	\$ 205.45	AGMT REMOVAL - IN DEFAULT
	11/12/2013	\$ 1.50	LATE PAYMENT CHARGE
	11/5/2013	\$ 106.91	BILL CHARGE
10/18/2013	11/12/2013	\$ 99.92	BILL
	10/18/2013	\$ -	BILL CHARGE
	10/14/2013	108.12-	PAYMENT
	10/14/2013	1.62-	LPC CANCELTION
	10/14/2013	\$ 108.12	PENDING PAYMENT RECONCILED
	10/11/2013	\$ 1.62	LATE PAYMENT CHARGE
	10/11/2013	108.12-	PENDING PAYMENT
	10/7/2013	\$ 75.92	BILL CHARGE
9/19/2013	10/11/2013	\$ 108.12	BILL
	9/19/2013	\$ -	BILL CHARGE
	9/6/2013	\$ 84.12	BILL CHARGE
	9/3/2013	100.00-	PAYMENT
	9/3/2013	1.50-	LPC CANCELTION
	9/3/2013	\$ 100.00	PENDING PAYMENT RECONCILED
	8/30/2013	100.00-	PENDING PAYMENT
	8/29/2013	\$ 1.50	LATE PAYMENT CHARGE
	8/16/2013	\$ 100.00	AGMT SETUP INSTALLMENT
	8/16/2013	353.45-	ACCT BAL TRANSFERRED TO AGMT
	8/16/2013	6.12-	LPC CANCELTION
8/7/2013	8/29/2013	\$ 359.57	BILL
	8/7/2013	\$ 85.53	BILL CHARGE
	8/5/2013	\$ 4.05	LATE PAYMENT CHARGE
	8/5/2013	138.06-	PAYMENT

		8/5/2013	6.12-	LPC CANCELTION
		8/5/2013	\$ 138.06	PENDING PAYMENT RECONCILED
		8/2/2013	138.06-	PENDING PAYMENT
		7/31/2013	\$ 6.12	LATE PAYMENT CHARGE
7/9/2013	7/31/2013		\$ 408.05	BILL
		7/9/2013	\$ 267.92	BILL CHARGE
		7/1/2013	\$ 2.07	LATE PAYMENT CHARGE
		6/17/2013	687.29-	PAYMENT
		6/17/2013	\$ 687.29	PENDING PAYMENT RECONCILED
		6/14/2013	687.29-	PENDING PAYMENT
6/7/2013	7/1/2013		\$ 825.35	BILL
		6/7/2013	\$ 53.97	BILL CHARGE
6/6/2013			\$ 771.38	BILL
5/22/2013	6/13/2013		\$ 771.38	BILL
		5/22/2013	\$ 266.44	AGMT REMOVAL - IN DEFAULT
		5/15/2013	\$ 6.31	LATE PAYMENT CHARGE
		5/8/2013	\$ 77.78	BILL CHARGE
4/23/2013	5/15/2013		\$ 420.85	BILL
		4/23/2013	\$ -	BILL CHARGE
		4/22/2013	411.76-	PAYMENT
		4/22/2013	\$ 411.76	PENDING PAYMENT RECONCILED
		4/19/2013	411.76-	PENDING PAYMENT
		4/15/2013	\$ 6.18	LATE PAYMENT CHARGE
		4/9/2013	\$ 142.67	BILL CHARGE
3/22/2013	4/15/2013		\$ 411.76	BILL
		3/22/2013	\$ -	BILL CHARGE
		3/18/2013	420.78-	PAYMENT
		3/18/2013	6.31-	LPC CANCELTION
		3/18/2013	\$ 420.78	PENDING PAYMENT RECONCILED
		3/15/2013	\$ 6.31	LATE PAYMENT CHARGE
		3/15/2013	420.78-	PENDING PAYMENT
		3/8/2013	\$ 139.76	BILL CHARGE
2/21/2013	3/15/2013		\$ 420.78	BILL
		2/21/2013	\$ -	BILL CHARGE
		2/18/2013	420.00-	PAYMENT
		2/18/2013	6.29-	LPC CANCELTION
		2/18/2013	\$ 420.00	PENDING PAYMENT RECONCILED
		2/15/2013	420.00-	PENDING PAYMENT
		2/14/2013	\$ 6.29	LATE PAYMENT CHARGE
		2/7/2013	\$ 149.42	BILL CHARGE
1/23/2013	2/14/2013		\$ 419.36	BILL
		1/23/2013	\$ -	BILL CHARGE
		1/14/2013	304.78-	PAYMENT
		1/14/2013	4.57-	LPC CANCELTION
		1/14/2013	\$ 304.78	PENDING PAYMENT RECONCILED
		1/11/2013	\$ 4.57	LATE PAYMENT CHARGE
		1/11/2013	\$ 36.64	BILL CHARGE

		1/11/2013	304.78-	PENDING PAYMENT
		1/9/2013	\$ 110.72	BILL CHARGE
12/20/2012	1/11/2013		\$ 304.78	BILL
		12/20/2012	\$ -	BILL CHARGE
		12/17/2012	175.00-	PAYMENT
		12/17/2012	\$ 175.00	PENDING PAYMENT RECONCILED
		12/15/2012	17.00-	RECONNECTION CHARGE CANCEL
		12/14/2012	\$ 17.00	RECONNECTION CHARGE ADD
		12/14/2012	17.00-	RECONNECTION CHARGE CANCEL
		12/14/2012	\$ 17.00	RECONNECTION CHARGE ADD
		12/14/2012	17.00-	RECONNECTION CHARGE CANCEL
		12/14/2012	\$ 175.00	AGMT SETUP INSTALLMENT
		12/14/2012	1,801.44-	ACCT BAL TRANSFERRED TO AGMT
		12/14/2012	\$ 1,607.67	TRANSFER FINAL TO
		12/14/2012	\$ 17.00	RECONNECTION CHARGE ADD
		12/14/2012	175.00-	PENDING PAYMENT
		12/11/2012	\$ 2.86	LATE PAYMENT CHARGE
		12/10/2012	\$ 32.78	BILL CHARGE
11/19/2012	12/11/2012		\$ 190.91	BILL
		11/12/2012	\$ 2.42	LATE PAYMENT CHARGE
		11/7/2012	\$ 27.46	BILL CHARGE
10/19/2012	11/12/2012		\$ 161.03	BILL
		10/9/2012	\$ 28.72	BILL CHARGE
9/28/2012	10/22/2012		\$ 132.31	CORRECTED BILL
		9/28/2012	\$ 25.07	ELECTRIC CHARGE CANCEL/REBILL
9/20/2012	10/12/2012		\$ 107.24	BILL
		9/12/2012	\$ 1.08	LATE PAYMENT CHARGE
		9/10/2012	\$ 34.48	BILL CHARGE
8/21/2012	9/12/2012		\$ 71.68	BILL
		8/14/2012	\$ 0.44	LATE PAYMENT CHARGE
		8/9/2012	\$ 41.71	BILL CHARGE
7/23/2012	8/14/2012		\$ 29.53	BILL
		7/23/2012	60.00-	PAYMENT
		7/23/2012	\$ 60.00	PENDING PAYMENT RECONCILED
		7/20/2012	60.00-	PENDING PAYMENT
		7/13/2012	\$ 0.78	LATE PAYMENT CHARGE
		7/11/2012	\$ 36.67	BILL CHARGE
6/21/2012	7/13/2012		\$ 52.08	BILL
		6/13/2012	\$ 0.37	LATE PAYMENT CHARGE
		6/11/2012	\$ 27.14	BILL CHARGE
5/22/2012	6/13/2012		\$ 24.57	BILL
		5/10/2012	\$ 24.57	BILL CHARGE
		4/27/2012	1,583.91-	SEPS COMPLETE FROM
4/23/2012	5/15/2012		\$ 1,583.91	BILL
		4/19/2012	\$ 36.83	BILL CHARGE
		4/16/2012	\$ 21.91	LATE PAYMENT CHARGE
		4/16/2012	\$ -	PIPP INSTALLMENT CORRECTION

		4/16/2012	242.46-	PAYMENT
		4/16/2012	25.21-	LPC CANCELATION
		4/16/2012	\$ 242.46	PENDING PAYMENT RECONCILED
		4/14/2012	242.46-	PENDING PAYMENT
		4/13/2012	\$ 25.21	LATE PAYMENT CHARGE
		4/11/2012	\$ 22.33	BILL CHARGE
		4/9/2012	\$ 64.79	BILL CHARGE
3/22/2012	4/13/2012		\$ 1,680.51	BILL
		3/22/2012	\$ -	BBP REMOVE
		3/22/2012	\$ -	BBP REMOVE CREDIT
		3/22/2012	\$ 22.30	LATE PAYMENT CHARGE
		3/22/2012	\$ -	BILL CHARGE
		3/22/2012	\$ 1,156.43	AGMT REMOVAL - IN DEFAULT
		3/8/2012	\$ 171.78	BILL CHARGE
		3/1/2012	\$ -	BBP SETUP NEXT MONTH
		3/1/2012	\$ 330.00	AGMT SETUP INSTALLMENT
		3/1/2012	1,486.43-	PENDING AGREEMENT SETUP
		3/1/2012	\$ 190.34	BBP REMOVE
		3/1/2012	\$ 907.09	AGMT REMOVAL CANCEL REQUEST
2/22/2012	3/15/2012		\$ 528.00	BILL
		2/22/2012	\$ -	BILL CHARGE
		2/8/2012	\$ 190.34	BILL CHARGE
1/24/2012	2/15/2012		\$ -	BILL
		1/16/2012	389.00-	PAYMENT
		1/16/2012	\$ 389.00	PENDING PAYMENT RECONCILED
		1/13/2012	\$ -	BBP SETUP NEXT MONTH
		1/13/2012	1,668.09-	ACCT BAL TRANSFERRED TO AGMT
		1/13/2012	389.00-	PENDING PAYMENT
1/10/2012	2/1/2012		\$ 1,685.09	BILL
		1/10/2012	\$ 225.49	BILL CHARGE
		1/9/2012	400.00-	PAYMENT
		1/9/2012	\$ 400.00	PENDING PAYMENT RECONCILED
		1/6/2012	400.00-	PENDING PAYMENT
		12/30/2011	\$ 27.48	LATE PAYMENT CHARGE
12/8/2011	12/30/2011		\$ 1,832.12	BILL
		12/8/2011	\$ 1,305.28	AGMT REMOVAL - IN DEFAULT
		12/8/2011	\$ 175.24	BILL CHARGE
		11/29/2011	\$ 5.20	LATE PAYMENT CHARGE
11/7/2011	11/29/2011		\$ 346.40	BILL
		11/7/2011	\$ 67.40	BILL CHARGE
		11/7/2011	175.00-	PAYMENT
		11/7/2011	\$ 175.00	PENDING PAYMENT RECONCILED
		11/4/2011	35.00-	SEC DEP REQUEST CANCELATION
		11/4/2011	\$ 175.00	AGMT SETUP INSTALLMENT
		11/4/2011	1,742.28-	ACCT BAL TRANSFERRED TO AGMT
		11/4/2011	\$ 35.00	SECURITY DEPOSIT REQ - ORDERS
		11/4/2011	\$ 17.00	RECONNECTION CHARGE ADD

		11/4/2011	175.00-	PENDING PAYMENT
		11/4/2011	\$ 1,652.73	TRANSFER FINAL TO
		10/31/2011	\$ 1.32	LATE PAYMENT CHARGE
10/7/2011	10/31/2011		\$ 88.23	BILL
		10/7/2011	\$ 30.01	BILL CHARGE
		9/30/2011	\$ 0.86	LATE PAYMENT CHARGE
		9/26/2011	100.00-	PAYMENT
		9/26/2011	\$ 100.00	PENDING PAYMENT RECONCILED
		9/24/2011	100.00-	PENDING PAYMENT
9/8/2011	9/30/2011		\$ 157.36	BILL
		9/8/2011	\$ 59.97	BILL CHARGE
		9/2/2011	\$ 1.44	LATE PAYMENT CHARGE
8/11/2011	9/2/2011		\$ 95.95	BILL
		8/11/2011	\$ 34.55	BILL CHARGE
		8/2/2011	\$ 0.91	LATE PAYMENT CHARGE
7/11/2011	8/2/2011		\$ 60.49	BILL
		7/11/2011	\$ 25.74	BILL CHARGE
		7/1/2011	\$ 0.51	LATE PAYMENT CHARGE
		6/14/2011	1,628.31-	SEPS COMPLETE FROM
		6/13/2011	\$ 6.74	BILL CHARGE
		6/13/2011	487.48-	PAYMENT
		6/13/2011	\$ 487.48	PENDING PAYMENT RECONCILED
		6/10/2011	487.48-	PENDING PAYMENT
6/9/2011	7/1/2011		\$ 2,143.29	BILL
		6/9/2011	\$ 84.04	BILL CHARGE
		6/1/2011	\$ 30.43	LATE PAYMENT CHARGE
5/10/2011	6/1/2011		\$ 2,028.82	BILL
		5/10/2011	\$ 27.35	BBP REMOVE
		5/10/2011	\$ -	BBP REMOVE CREDIT
		5/10/2011	\$ 902.27	AGMT REMOVAL - IN DEFAULT
		5/10/2011	\$ 133.85	BILL CHARGE
		5/2/2011	\$ 14.27	LATE PAYMENT CHARGE
4/8/2011	5/2/2011		\$ 951.08	BILL
		4/8/2011	\$ 160.12	BILL CHARGE
		4/1/2011	\$ 7.08	LATE PAYMENT CHARGE
3/10/2011	4/1/2011		\$ 472.00	BILL
		3/10/2011	\$ 207.23	BILL CHARGE
		3/7/2011	498.22-	PAYMENT
		3/7/2011	\$ 498.22	PENDING PAYMENT RECONCILED
		3/4/2011	498.22-	PENDING PAYMENT
		2/15/2011	\$ -	BBP SETUP NEXT MONTH
		2/15/2011	\$ 466.22	AGMT SETUP INSTALLMENT
		2/15/2011	1,972.49-	ACCT BAL TRANSFERRED TO AGMT
		2/15/2011	\$ -	BBP REMOVE
		2/15/2011	\$ 1,474.27	AGMT REMOVAL CANCEL REQUEST
		2/15/2011	\$ -	BBP SETUP NEXT MONTH
		2/15/2011	\$ 498.22	AGMT SETUP INSTALLMENT

		2/15/2011	1,972.49-	ACCT BAL TRANSFERRED TO AGMT
2/9/2011	3/3/2011		\$ 2,004.49	BILL
		2/9/2011	\$ 275.22	BILL CHARGE
		2/2/2011	\$ 25.33	LATE PAYMENT CHARGE
1/11/2011	2/2/2011		\$ 1,703.94	BILL
		1/11/2011	\$ 0.10	LATE PAYMENT CHARGE
		1/11/2011	\$ 409.52	BILL CHARGE
		1/11/2011	\$ 1,335.05	AGMT REMOVAL CANCEL REQUEST
		1/11/2011	72.73-	ELECTRIC CHARGE CANCELTION
		12/31/2010	175.00-	PAYMENT
		12/31/2010	\$ 175.00	PENDING PAYMENT RECONCILED
		12/30/2010	\$ 17.00	RECONNECTION CHARGE ADD
		12/30/2010	\$ 175.00	AGMT SETUP INSTALLMENT
		12/30/2010	1,510.05-	PENDING AGREEMENT SETUP
		12/30/2010	\$ 1,255.45	TRANSFER FINAL TO
		12/30/2010	175.00-	PENDING PAYMENT
12/10/2010	1/4/2011		\$ 269.60	BILL
		12/10/2010	\$ 72.73	BILL CHARGE
		11/29/2010	\$ 2.69	LATE PAYMENT CHARGE
11/5/2010	11/29/2010		\$ 194.18	BILL
		11/5/2010	\$ 55.82	BILL CHARGE
		10/29/2010	\$ 1.82	LATE PAYMENT CHARGE
10/7/2010	10/29/2010		\$ 136.54	BILL
		10/7/2010	\$ 30.42	BILL CHARGE
		9/30/2010	\$ 1.35	LATE PAYMENT CHARGE
9/8/2010	9/30/2010		\$ 104.77	BILL
		9/8/2010	\$ 29.53	BILL CHARGE
		9/7/2010	\$ 0.89	LATE PAYMENT CHARGE
		9/7/2010	102.00-	PAYMENT
		9/7/2010	2.42-	LPC CANCELTION
		9/7/2010	\$ 102.00	PENDING PAYMENT RECONCILED
		9/3/2010	102.00-	PENDING PAYMENT
		8/31/2010	\$ 2.42	LATE PAYMENT CHARGE



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**Case No(s). 14-1625-EL-CSS**

Summary: Answer of Respondent Duke Energy Ohio, Inc. electronically filed by Mr. Robert A. McMahon on behalf of Duke Energy Ohio, Inc.