

FILE

PUCO EXHIBIT FILING

82

Date of Hearing:

May 21, 2015

RECEIVED-DOCKETING DIV

2015 JUN -4 PM 2:47

Case No.

14-0744-EL-CSS

PUCO

PUCO Case Caption:

Larry Peterson

VS.

Duke Energy Ohio

List of exhibits being filed:

A

Direct Testimony of
Melissa Coffman

MC-1a Duke Energy bill dated 1-9-13

Reporter's Signature:

Date Submitted:

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Technician

SM

Date Processed

JUN 04 2015

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

In the Matter of the	:	
Complaint of Larry	:	
Peterson,	:	
	:	
Complainant,	:	Case No. 14-0744-EL-CSS
	:	
vs.	:	
	:	
Duke Energy Ohio, Inc.,	:	
	:	
Respondent.	:	

- - -

PROCEEDINGS

before Jim M. Lynn, Attorney Examiner, held at the
offices of the Public Utilities Commission of Ohio,
180 East Broad Street, Hearing Room 11-D, Columbus,
Ohio, on Thursday, May 21, 2015 at 10:07 a.m.

- - -

ARMSTRONG & OKEY, INC.
222 East Town Street, Second Floor
Columbus, Ohio 43215-5201
(614) 224-9481 - (800) 223-9481
Fax - (614) 224-5724

- - -

RECEIVED-DOCKETING DIV

2015 JUN -4 PM 2:47

PUCO

Account Number 0530-0272-40-3

20 06

Amount Due

\$ 632.86

For less detailed billing information on
your monthly bill, check box on right☐\$ _____
HeatShare Contribution
(for Customer Assistance)\$ _____
Amount EnclosedLarry Pete Peterson
3944 Roosevelt Blvd
Middletown OH 45044-6682PO Box 1326
Charlotte NC 28201-1326

400 00000632864 05300272403 000000000 00000632864

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 13 not included Bill prepared on Jan 13, 2014 Next meter reading Feb 07, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Jan 09	Jan 13	4	25190	25844	654

Electric - Residential	Current Billing
Usage - 654 kWh	Amt Due - Previous Bill \$ 929.29
Duke Energy - Rate RS \$ 54.58	Payment Correction 125.74cr
Current Electric Charges \$ 54.58	Payment Correction 108.27cr
	Payment Correction 117.00cr
	Balance Forward 578.28
	Current Electric Charges 54.58
	Current Amount Due \$ 632.86

The due date for any new charges on this bill will be reflected on your next scheduled bill. Any previous charges are due on the date shown on your prior bill.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.11 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.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

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 a decrease of approximately \$1.82 or (1.5%) per month effective January 2014.

Amount Due

\$ 632.86

EXHIBIT
MC-1a

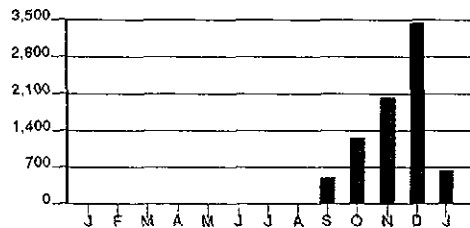
Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

FREE PICK UP OF YOUR OLD REFRIGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100507551	Rate RS - Residential Svc-Winter	
kWh Usage - 654	Distribution-Customer Chg	\$ 0.83
Jan 09 - Jan 13	Delivery Charges	
4 Days	Distribution-Energy Chg	
	654 kWh @ \$ 0.02534200	16.57
	Delivery Riders	8.91
	Total Delivery Charges	\$ 25.48
	Generation Riders	2.06
	Generation Charges	
	Rider RC	0.73
	Rider RE	24.10
	Rider AERR	0.31
	Rider RTO	0.26cr
	Rider SCR	1.33
	Total Generation Charges	\$ 26.21
		\$ 54.58
Total Current Electric Charges		\$ 54.58

kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 7,899
Average Usage 1,580

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Electric	0	0	0	0	0	0	0	0	498	1,270	2,039	3,438	654

Account Number 0530-0272-40-3

20 06

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

Due Date	Amount Due
Oct 1, 2013	\$ 229.91

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

Larry Pete Peterson
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

400 00000229911 05300272403 100120135 00000230812

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 09 not included Bill prepared on Sep 09, 2013 Next meter reading Oct 07, 2013

PLEASE NOTE: A service deposit has been charged to your account as a result of your request for new service(s). Please pay the stated deposit amount by the due date indicated or contact us at the number listed for payment arrangements.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Aug 20 Sep 06	17	12969	13467	498

Electric - Residential	Current Billing
Usage - 498 kWh	Amt Due - Previous Bill \$ 0.00
Duke Energy - Rate RS \$ 59.91	Balance Forward 0.00
Current Electric Charges \$ 59.91	Current Electric Charges 59.91
	Deposit Amt Due 170.00
	Current Amount Due \$ 229.91

Beware of recent fraudulent activity targeted at Duke Energy customers. Recent scams in Duke Energy service territories have left some customers out of money. Visit duke-energy.com to learn more and how to protect yourself.

Your deposit and accrued interest will be credited to your account after you have paid your utility bill promptly each month for the required time period, or at the time you request to have your service terminated.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

Due Date	Amount Due	After Oct 1, 2013
Oct 1, 2013	\$ 229.91	\$ 230.81



Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

Customers who heat their home electrically may be able to reduce their heating costs with our Optional Residential Heating Rate. Call for details.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.10 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.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100507551	Rate RS - Residential Svc-Summer	
kWh Usage - 498	Distribution-Customer Chg	\$ 3.40
Aug 20 - Sep 06	Delivery Charges	
17 Days	Distribution-Energy Chg	
	498 kWh @ \$ 0.02534200	12.62
	Delivery Riders	9.51
	Total Delivery Charges	\$ 22.13
	Generation Riders	3.64
	Generation Charges	
	Rider RC	1.42
	Rider RE	28.24
	Rider AERR	0.01cr
	Rider RTO	0.20cr
	Rider SCR	1.29
	Total Generation Charges	\$ 30.74
		\$ 59.91
	Total Current Electric Charges	\$ 59.91

Account Number 0530-0272-40-3

20 06

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

Due Date	Amount Due
Oct 30, 2013	\$ 139.43

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

Larry Pete Peterson
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

400 00000137432 05300272403 103020131 00000141526

Page 1 of 2

Name - Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 08 not included Last payment received Sep 30 Bill prepared on Oct 08, 2013 Next meter reading Nov 05, 2013

Meter Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec 100507551	Sep 06 Oct 07	31	13467	14737	1,270

Electric - Residential	
Usage - 1,270 kWh	
Duke Energy - Rate RS	\$ 139.43
Current Electric Charges	\$ 139.43

Current Billing	
Amt Due - Previous Bill	\$ 229.91
Payment(s) Received	229.91cr
Balance Forward	0.00
Current Electric Charges	139.43
Current Amount Due	\$ 139.43

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2613142. \$170.00 has been received as a security deposit for your account on 09/30/2013.

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. Visit us online at duke-energy.com/heatshare for more information on how you can help.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

In Case No. 13-1524-EL-UEx, the PUCO approved an adjustment to Rider UE-ED, Uncollectible Expense - Electric Distribution (part of the Delivery Riders). In Case No. 13-1510-EL-UEx, the PUCO approved an adjustment to Rider UE-GEN, Uncollectible Expense - Electric Generation (part of the Generation Riders). A typical residential customer using 1,000 kWh per month will see a decrease of \$0.73 or (0.6) %. However, the PUCO also approved adjustments to Riders SCR, AER-R, BTR, and RTO. Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.24 or (0.2) %.

Due Date	Amount Due	After Oct 30, 2013
Oct 30, 2013	\$ 139.43	\$ 141.52

Explanation of Current Charges			
Electric Meter - 100507551 kWh Usage - 1,270 Sep 06 - Oct 07 31 Days	Duke Energy		
	Rate RS - Residential Svc-Winter		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,270 kWh @ \$ 0.02534200	32.18	
	Delivery Riders	22.41	
	Total Delivery Charges	\$ 54.59	
	Generation Riders	7.67	
	Generation Charges		
	Rider RC	3.04	
	Rider RE	65.22	
	Rider AERR	0.22	
	Rider RTO	0.50cr	
	Rider SCR	3.19	
Total Generation Charges	\$ 71.17	\$ 139.43	
Total Current Electric Charges		\$ 139.43	

Month	Number of Cases
Oct	0
Nov	0
Dec	0
Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	0
Aug	0
Sep	0
Oct	450

[illegible]

Account Number 0530-0272-40-3

20 06

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

DISCONNECT NOTICE

Due Date	Amount Due
Dec 2, 2013	\$ 339.89

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

Larry Pete Peterson
3944 Roosevelt Bl
Middletown OH 45044

PO Box 1327
Charlotte NC 28201-1327

410 00000339890 05300272403 120220136 00000344990

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Nov 06 not included Bill prepared on Nov 06, 2013 Next meter reading Dec 07, 2013

IMPORTANT: Your service may be disconnected if your past due amount of \$139.43 is not paid before 11/27/2013. 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.

Meter Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec 100507551	Oct 07 Nov 05	29	14737	16776	2,039

Electric - Residential	Current Billing
Usage - 2,039 kWh	Amt Due - Previous Bill \$ 139.43
Duke Energy - Rate RS \$ 198.37	Late Payment Charge(s) 2.09
Current Electric Charges \$ 198.37	Balance Forward 141.52
	Current Electric Charges 198.37
	Current Amount Due \$ 339.89

PLEASE NOTE: Your next scheduled meter reading date is a Saturday .

Make sure your home is comfortable for the holidays. Get up to \$425 in rebates to help upgrade your attic insulation and seal ducts. Find a certified contractor today at duke-energy.com/smarty

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

DISCONNECT NOTICE

Due Date	Amount Due	After Dec 2, 2013
Dec 2, 2013	\$ 339.89	\$ 344.99

DISCONNECT NOTICE

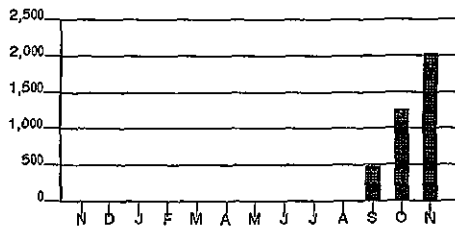
Page 2 of 2

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 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.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100507551	Rate RS - Residential Svc-Winter	
kWh Usage - 2,039	Distribution-Customer Chg	\$ 6.00
Oct 07 - Nov 05	Delivery Charges	
29 Days	Distribution-Energy Chg	
	2,039 kWh @ \$ 0.02534200	51.67
	Delivery Riders	33.74
	Total Delivery Charges	\$ 85.41
	Generation Riders	9.29
	Generation Charges	
	Rider RC	3.55
	Rider RE	89.46
	Rider AERR	0.35
	Rider RTO	0.80cr
	Rider SCR	5.11
	Total Generation Charges	\$ 97.67
		\$ 198.37
Total Current Electric Charges		\$ 198.37

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 3,807
 Average Usage 1,269

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	0	0	0	0	0	0	0	0	0	0	498	1,270	2,039

DISCONNECT NOTICE

Account Number 0530-0272-40-3

20 06

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

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Due Date	Amount Due
Dec 31, 2013	\$ 508.49

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

Larry Pete Peterson
3944 Roosevelt Bl
Middletown OH 45044

PO Box 1327
Charlotte NC 28201-1327

410 00000508497 05300272403 123120132 00000516120

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Dec 09 not included Last payment received Nov 20 Bill prepared on Dec 09, 2013 Next meter reading Jan 09, 2014

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay an additional deposit in the amount of \$25.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$200.46 is not paid before 01/03/2014. 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.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Nov 05	Dec 07	32	16776	20214	3,438

Electric - Residential	Current Billing
Usage - 3,438 kWh	Amt Due - Previous Bill \$ 339.89
Duke Energy - Rate RS \$ 305.02	Payment(s) Received 139.43cr
Current Electric Charges \$ 305.02	Late Payment Charge(s) 3.01
	Balance Forward 203.47
	Current Electric Charges 305.02
	Current Amount Due \$ 508.49

Get up to \$425 to make your home more comfortable. Now that's a joyful tidings. Learn more about our cash incentives for home insulation and duct sealing projects at duke-energy.com/smarty.

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

DISCONNECT NOTICE

Due Date	Amount Due	After Dec 31, 2013
Dec 31, 2013	\$ 508.49	\$ 516.12

DISCONNECT NOTICE

Page 2 of 2

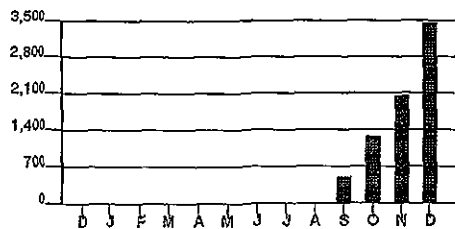
Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 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.

Explanation of Current Charges		
Electric Meter - 100507551	Duke Energy	
kWh Usage - 3,438	Rate RS - Residential Svc-Winter	
Nov 05 - Dec 07		
32 Days		
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	3,438 kWh @ \$ 0.02534200	87.13
	Delivery Riders	53.77
	Total Delivery Charges	\$ 140.90
	Generation Riders	12.23
	Generation Charges	
	Rider RC	4.47
	Rider RE	133.56
	Rider AERR	0.59
	Rider RTO	1.35
	Rider SCR	8.62
	Total Generation Charges	\$ 145.89
		\$ 305.02
	Total Current Electric Charges	\$ 305.02

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 7,245
 Average Usage 1,811

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Electric	0	0	0	0	0	0	0	0	0	498	1,270	2,039	3,438

DISCONNECT NOTICE

Account Number 0530-0272-40-3

20 06

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

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Due Date	Amount Due
Feb 3, 2014	\$ 929.29

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

Larry Pete Peterson
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

410 00000929298 05300272403 020320141 00000943231

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 10 not included Bill prepared on Jan 10, 2014 Next meter reading Feb 07, 2014

IMPORTANT: If your service has not yet been disconnected, please pay \$508.49 immediately to avoid disconnection.

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay an additional deposit in the amount of \$40.00 before service is restored.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Dec 07 Jan 09	33	20214	25190	4,976

Electric - Residential	Current Billing
Usage - 4,976 kWh	Amt Due - Previous Bill \$ 508.49
Duke Energy - Rate RS \$ 413.17	Late Payment Charge(s) 7.63
Current Electric Charges \$ 413.17	Balance Forward 516.12
	Current Electric Charges 413.17
	Current Amount Due \$ 929.29

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

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 a decrease of approximately \$1.82 or (1.5%) per month effective January 2014.

DISCONNECT NOTICE

Due Date	Amount Due	After Feb 3, 2014
Feb 3, 2014	\$ 929.29	\$ 943.23

DISCONNECT NOTICE

Page 2 of 2

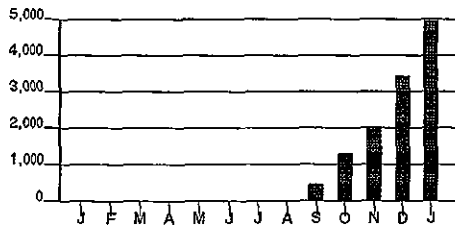
Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

FREE PICK UP OF YOUR OLD REFRIGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.11 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.

Explanation of Current Charges		
Electric Meter - 100507551	Duke Energy	
kWh Usage - 4,976	Rate RS - Residential Svc-Winter	
Dec 07 - Jan 09		
33 Days		
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	4,976 kWh @ \$ 0.02534200	126.10
	Delivery Riders	67.55
	Total Delivery Charges	\$ 193.65
	Generation Riders	15.45
	Generation Charges	
	Rider RC	5.48
	Rider RE	182.05
	Rider AERR	2.37
	Rider RTO	1.96cr
	Rider SCR	10.13
	Total Generation Charges	\$ 198.07
		\$ 413.17
	Total Current Electric Charges	\$ 413.17

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 12,221
Average Usage 2,444

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Electric	0	0	0	0	0	0	0	0	498	1,270	2,039	3,438	4,976

Account Number 0530-0272-40-3

20 06

Due Date	Amount Due
Apr 2, 2014	\$ 197.00

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

Larry Pete Peterson
 3944 Roosevelt Blvd
 Middletown OH 45044-6682

PO Box 1326
 Charlotte NC 28201-1326

400 00000197009 05300272403 040220143 00000199966

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 11 not included Last payment received Feb 25 Bill prepared on Mar 11, 2014 Next meter reading Apr 08, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Feb 07	Mar 10	31	30197	34994	4,797

Electric - Residential
Usage - 4,797 kWh
Duke Energy - Rate RS \$ 401.74
Current Electric Charges \$ 401.74

Current Billing
Amt Due - Previous Bill \$ 197.00
Payment(s) Received 197.00cr
Balance Forward 0.00
Agmt #3809868 Amt Due 31.00
Budget Billing Amt Due 166.00
Current Amount Due \$ 197.00

Account Balance
Budget Billing Balance \$ 635.29
Agreement Balance 118.64
Total Account Balance \$ 753.93

Out with the old, in with the new and get \$30 too. Save up to \$150/yr on your energy bill. We'll pick up your old refrigerator for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through April 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Due Date	Amount Due	After Apr 2, 2014
Apr 2, 2014	\$ 197.00	\$ 199.96

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

Important: For your safety, stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 800.544.6900.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.15 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.

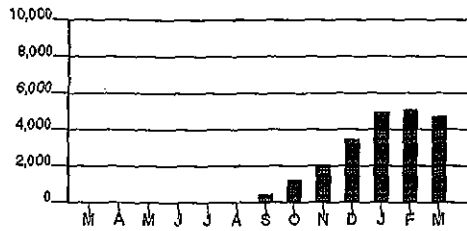
Explanation of Current Charges			
Electric		Duke Energy	
Meter - 100507551		Rate RS - Residential Svc-Winter	
kWh Usage - 4,797		Distribution-Customer Chg	\$ 6.00
Feb 07 - Mar 10		Delivery Charges	
31 Days		Distribution-Energy Chg	
		4,797 kWh @ \$ 0.02534200	121.57
		Delivery Riders	65.27
		Total Delivery Charges	\$ 186.84
		Generation Riders	15.08
		Generation Charges	
		Rider RC	5.37
		Rider RE	176.40
		Rider AERR	2.28
		Rider SCR	9.77
		Total Generation Charges	\$ 193.82
			\$ 401.74
		Total Current Electric Charges	\$ 401.74

Budget Billing Plan (BBP) Information			
Summary		Previous Budget Billing Balance	\$ 368.55
BBP Option : Quarterly Plan		Payment(s) Received	135.00cr
BBP Installment Amount: \$ 166.00		Current Electric Charges	401.74
		Budget Billing Balance	\$ 635.29

Agreement Information			
Summary		Previous Agreement Balance	\$ 180.64
Agreement Number - 3809868		Payment(s) Received	\$ 62.00cr
Agreement Amount - \$ 180.64		Agreement Balance	\$ 118.64
Agreement Date - 02/04/14			
Number of Payments - 6			
Monthly Amount Due - \$ 31.00			

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 22,025
Average Usage 3,146

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Electric	0	0	0	0	0	0	498	1,270	2,038	3,438	4,876	5,007	4,797

Account Number 0530-0272-40-3

20 06

Due Date	Amount Due
May 1, 2014	\$ 197.00

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

Larry Pete Peterson
 3944 Roosevelt Blvd
 Middletown OH 45044-6682

PO Box 1326
 Charlotte NC 28201-1326

400 00000197009 05300272403 050120147 00000199966

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy Discount Power, Inc. 1-800-544-6900 1-877-259-7693	0530-0272-40-3 04746534439318

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 09 not included Last payment received Apr 04 Bill prepared on Apr 09, 2014 Next meter reading May 08, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Mar 10 Apr 08	29	34994	38208	3,214

Electric - Residential		
Usage -	3,214 kWh	
Duke Energy - Rate RS		\$ 146.92
Discount Power - Rate D100 Inc.		126.59
Current Electric Charges		\$ 273.51

Current Billing	
Amt Due - Previous Bill	\$ 197.00
Payment(s) Received	197.00cr
Balance Forward	0.00
Agmt #3809868 Amt Due	31.00
Budget Billing Amt Due	166.00
Current Amount Due	\$ 197.00

Account Balance	
Budget Billing Balance	\$ 742.80
Agreement Balance	87.64
Total Account Balance	\$ 830.44

Is the air inside your home aggravating your allergies? Our Smart \$aver Insulate and Seal program helps keep dust and allergens outside, as well as helping to lower your energy bill. Get up to \$425 to help make these improvements. Schedule now at duke-energy.com/spring. Results vary by home.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through May 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Due Date	Amount Due	After May 1, 2014
May 1, 2014	\$ 197.00	\$ 199.96

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

The PUCO approved adjustments to Rider ESSC (part of the Generation Riders) and Riders SCR and AER-R effective April 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.17 or 1.0%.

If you have any questions about electric supplier service received from Discount Power, Inc., please call them at 1-877-259-7693 or write to: 6 Armstrong Road Shelton, CT 06484

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.21 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.

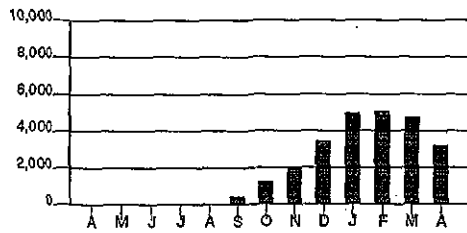
Explanation of Current Charges			
Electric Meter -	100507551	Duke Energy	
kWh Usage -	3,214	Rate RS - Residential Svc-Winter	
Mar 10 - Apr 08		Distribution-Customer Chg	\$ 6.00
29 Days		Delivery Charges	
		Distribution-Energy Chg	
		3,214 kWh @ \$ 0.02534200	81.45
		Delivery Riders	46.78
		Total Delivery Charges	\$ 128.23
		Generation Riders	12.69
			\$ 146.92
		Generation Charge	
		Discount Inc.	
		Rate D100 - DPI 10% Discount Rate	
		Supplier RC	\$ 4.32
		Supplier RE	126.50
		Supplier AERR	2.18
		Supplier SCR	7.66
		Supplier 10% Discount	14.07cr
			126.59
		Total Current Electric Charges	\$ 273.51

Budget Billing Plan (BBP) Information			
Summary		Previous Budget Billing Balance	\$ 635.29
BBP Option :	Quarterly Plan	Payment(s) Received	166.00cr
BBP Installment Amount:	\$ 166.00	Current Electric Charges	273.51
		Budget Billing Balance	\$ 742.80

Agreement Information			
Summary		Previous Agreement Balance	\$ 118.64
Agreement Number -	3809868	Payment(s) Received	\$ 31.00cr
Agreement Amount -	\$ 180.64	Agreement Balance	\$ 87.64
Agreement Date -	02/04/14		
Number of Payments -	6		
Monthly Amount Due -	\$ 31.00		

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 25,239
Average Usage 3,155

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Electric	0	0	0	0	0	498	1,270	2,039	3,438	4,976	5,007	4,797	3,214

Account Number 0530-0272-40-3

20 06

Due Date	Amount Due
Jun 2, 2014	\$ 197.00

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

Larry Pete Peterson
 3944 Roosevelt Blvd
 Middletown OH 45044-6682

PO Box 1326
 Charlotte NC 28201-1326

400 00000197009 05300272403 060220140 00000199966

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy Discount Power, Inc. 1-800-544-6900 1-877-259-7693	0530-0272-40-3 04746534439318

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 09 not included Last payment received May 05 Bill prepared on May 09, 2014 Next meter reading Jun 09, 2014

IMPORTANT: A quarterly review of your account indicates that your current Budget Billing amount is out of line, when compared to your past 12 month's usage. Beginning next month, your Budget Billing amount will be adjusted to \$277.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	100507551	Apr 08 May 08	30	38208	40237	2,029

Electric - Residential	
Usage -	2,029 kWh
Duke Energy - Rate RS	\$ 101.47
Discount Power - Rate D100 Inc.	89.02
Current Electric Charges	\$ 190.49

Current Billing	
Amt Due - Previous Bill	\$ 197.00
Payment(s) Received	197.00cr
Balance Forward	0.00
Agmt #3809868 Amt Due	31.00
Budget Billing Amt Due	166.00
Current Amount Due	\$ 197.00

Account Balance	
Budget Billing Balance	\$ 767.29
Agreement Balance	56.64
Total Account Balance	\$ 823.93

Due Date	Amount Due	After Jun 2, 2014
Jun 2, 2014	\$ 197.00	\$ 199.96

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

The PUCO approved adjustments to Rider EE-PDRR, Energy Efficiency and Peak Demand Reduction Rider and Rider ECF, Economic Competitiveness Fund Rider (part of the Delivery Riders) effective May 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.05 or 0.9%.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through June 16, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Is your insulation doing its job? Better attic insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/comfy.

If you have any questions about electric supplier service received from Discount Power, Inc., please call them at 1-877-259-7693 or write to: 6 Armstrong Road Shelton, CT 06484

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.21 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.

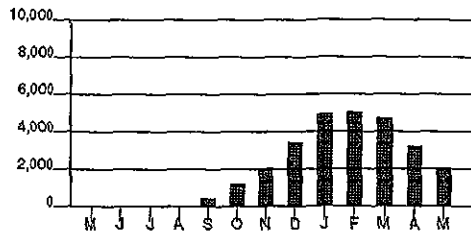
Explanation of Current Charges			
Electric			
Meter -	100507551	Duke Energy	
kWh Usage -	2,029	Rate RS - Residential Svc-Winter	
Apr 08 - May 08		Distribution-Customer Chg	\$ 6.00
30 Days		Delivery Charges	
		Distribution-Energy Chg	
		2,029 kWh @ \$ 0.02534200	51.42
		Delivery Riders	34.02
		Total Delivery Charges	\$ 85.44
		Generation Riders	10.03
			\$ 101.47
		Generation Charge	
		Discount Inc.	
		Rate D100 - DPI 10% Discount Rate	
		Supplier RC	\$ 3.54
		Supplier RE	89.15
		Supplier AERR	1.38
		Supplier SCR	4.84
		Supplier 10% Discount	9.89cr
			89.02
		Total Current Electric Charges	\$ 190.49

Budget Billing Plan (BBP) Information			
Summary		Previous Budget Billing Balance	\$ 742.80
BBP Option :	Quarterly Plan	Payment(s) Received	166.00cr
BBP Installment Amount:	\$ 166.00	Current Electric Charges	190.49
		Budget Billing Balance	\$ 767.29

Agreement Information			
Summary		Previous Agreement Balance	\$ 87.64
Agreement Number -	3809868	Payment(s) Received	\$ 31.00cr
Agreement Amount -	\$ 180.64	Agreement Balance	\$ 56.64
Agreement Date -	02/04/14		
Number of Payments -	6		
Monthly Amount Due -	\$ 31.00		

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 27,268
 Average Usage 3,030

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Electric	0	0	0	0	498	1,270	2,038	3,438	4,976	5,007	4,797	3,214	2,029

Account Number 0530-0272-40-3

20 06

Due Date	Amount Due
Jul 2, 2014	\$ 302.64

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

Larry Pete Peterson
 3944 Roosevelt Blvd
 Middletown OH 45044-6682

PO Box 1326
 Charlotte NC 28201-1326

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Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy Discount Power, Inc. 1-800-544-6900 1-877-259-7693	0530-0272-40-3 04746534439318

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 10 not included Last payment received Jun 02 Bill prepared on Jun 10, 2014 Next meter reading Jul 09, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	100507551	May 08 Jun 09	32	40237	41521	1,284

Electric - Residential	
Usage -	1,284 kWh
Duke Energy - Rate RS	\$ 72.20
Discount Power - Rate D100 Inc.	77.39
Current Electric Charges	\$ 149.59

Current Billing	
Amt Due - Previous Bill	\$ 197.00
Payment(s) Received	197.00cr
Balance Forward	0.00
Agmt #3809868 Amt Due	25.64
Budget Billing Amt Due	277.00
Current Amount Due	\$ 302.64

Account Balance	
Budget Billing Balance	\$ 750.88
Agreement Balance	25.64
Total Account Balance	\$ 776.52

Will your attic insulation keep your cool air inside this summer? Make your home more comfortable by upgrading your insulation and sealing air leaks. We have rebates up to \$350 to help. Learn more at duke-energy.com/keepcool.

Save big on bulbs. Get the latest energy-saving bulbs at the greatest prices - now with low-cost shipping deals through July 15, 2014. Go to duke-energy.com/SaveOnBulbs to check your eligibility.

Due Date	Amount Due	After Jul 2, 2014
Jul 2, 2014	\$ 302.64	\$ 307.18

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

HoM Energy Manager enables you to remotely control your HVAC system from your connected PC or mobile device. Better manage usage with manual and automated energy controls. Get relevant, personalized energy information, plus connect and control, anytime, anywhere. Learn more at duke-energy.com/HoMEnergyMgr.

In Case No. 11-3549-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, generation rates will change effective June 1, 2014. Also, Rider DR-IKE (part of the Delivery Riders) will change effective June 1, 2014. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.03 or 0.85 % per month.

If you have any questions about electric supplier service received from Discount Power, Inc., please call them at 1-877-259-7693 or write to: 6 Armstrong Road Shelton, CT 06484

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.34 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.

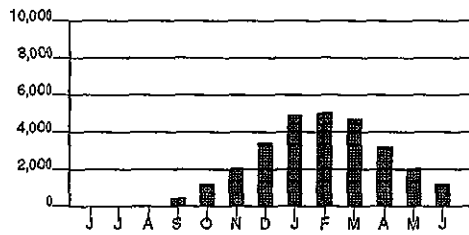
Explanation of Current Charges			
Electric Meter -	100507551	Duke Energy	
kWh Usage -	1,284	Rate RS - Residential Svc-Summer	
May 08 - Jun 09		Distribution-Customer Chg	\$ 6.00
32 Days		Delivery Charges	
		Distribution-Energy Chg	
		1,284 kWh @ \$ 0.02534200	32.54
		Delivery Riders	23.08
		Total Delivery Charges	\$ 55.62
		Generation Riders	10.58
			\$ 72.20
		Generation Charge	
		Discount Inc.	
		Rate D100 - DPI 10% Discount Rate	
		Supplier RC	\$ 17.91
		Supplier RE	64.15
		Supplier AERR	0.87
		Supplier SCR	3.06
		Supplier 10% Discount	8.60cr
			77.39
		Total Current Electric Charges	\$ 149.59

Budget Billing Plan (BBP) Information			
Summary		Previous Budget Billing Balance	\$ 767.29
BBP Option :	Quarterly Plan	Payment(s) Received	166.00cr
BBP Installment Amount:	\$ 277.00	Current Electric Charges	149.59
		Budget Billing Balance	\$ 750.88

Agreement Information			
Summary		Previous Agreement Balance	\$ 56.64
Agreement Number -	3809868	Payment(s) Received	\$ 31.00cr
Agreement Amount -	\$ 180.64	Agreement Balance	\$ 25.64
Agreement Date -	02/04/14		
Number of Payments -	6		
Monthly Amount Due -	\$ 25.64		

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 28,552
Average Usage 2,855

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Electric	0	0	0	498	1,270	2,039	3,438	4,976	5,007	4,797	3,214	2,029	1,284

Account Number 0530-0272-40-3

20 06

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

Due Date	Amount Due
Aug 1, 2014	\$ 277.00

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

Larry Pete Peterson
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

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Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900 Choice Energy, LLC 1-888-565-4490 Discount Power, Inc. 1-877-259-7693	0530-0272-40-3 78641216986202 04746534439318

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 10 not included Last payment received Jul 03 Bill prepared on Jul 10, 2014 Next meter reading Aug 07, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Jun 09 Jul 09	30	41521	42726	1,205

Electric - Residential	Current Billing
Usage - 1,205 kWh	Amt Due - Previous Bill \$ 302.64
Duke Energy - Rate RS \$ 67.61	Payment(s) Received 302.64cr
Discount Power - Rate D100 71.77	Balance Forward 0.00
Inc.	Budget Billing Amt Due 277.00
Current Electric Charges \$ 139.38	Current Amount Due \$ 277.00

Account Balance
Budget Billing Balance \$ 613.26

Your agreement (#3809868) contract has been paid in full.

In Case No. 11-5905-EL-RDR, the PUCO approved an adjustment to Rider DDR, Distribution Decoupling Rider, effective July 1, 2014. The PUCO also approved adjustments to Rider SCR (Supplier Cost Reconciliation) and Rider AERR (Alternative Energy Recovery). A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.65 or (0.53%).

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

Due Date	Amount Due	After Aug 1, 2014
Aug 1, 2014	\$ 277.00	\$ 281.16

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs from Duke Energy. Go to the Saving Store at duke-energy.com/SaveOnBulbs or check your eligibility for FREE CFLs by calling 800.943.7585 and choose option 1. Either way, we'll deliver your bulbs right to your door.

Simple summer savings: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/RecycleNow or by calling 855.398.6200.

If you have any questions about electric supplier service received from Discount Power, Inc., please call them at 1-877-259-7693 or write to: 6 Armstrong Road Shelton, CT 06484

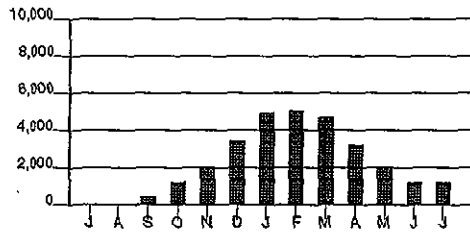
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy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

Explanation of Current Charges			
Electric			
Meter -	100507551	Duke Energy	
kWh Usage -	1,205	Rate RS - Residential Svc-Summer	
Jun 09 - Jul 09		Distribution-Customer Chg	\$ 6.00
30 Days		Delivery Charges	
		Distribution-Energy Chg	
		1,205 kWh @ \$ 0.02534200	30.54
		Delivery Riders	21.29
		Total Delivery Charges	\$ 51.83
		Generation Riders	9.78
			\$ 67.61
		Generation Charge	
		Discount Inc.	
		Rate D100 - DPI 10% Discount Rate	
		Supplier RC	\$ 16.54
		Supplier RE	59.65
		Supplier AERR	0.32
		Supplier SCR	3.24
		Supplier 10% Discount	7.98cr
			71.77
		Total Current Electric Charges	\$ 139.38

Budget Billing Plan (BBP) Information			
Summary		Previous Budget Billing Balance	\$ 750.88
BBP Option :	Quarterly Plan	Payment(s) Received	277.00cr
BBP Installment Amount:	\$ 277.00	Current Electric Charges	139.38
		Budget Billing Balance	\$ 613.26

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 29,757
 Average Usage 2,705

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Electric	0	0	498	1,270	2,038	3,438	4,876	5,007	4,797	3,214	2,028	1,284	1,205

Account Number 0530-0272-40-3

20 06

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

Due Date	Amount Due
Sep 2, 2014	\$ 482.03

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

Larry Pete Peterson
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

400 00000482030 05300272403 090220144 00000489263

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy Choice Energy, LLC 1-800-544-6900 1-888-565-4490	0530-0272-40-3 78641216986202

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 11 not included Last payment received Jul 31 Bill prepared on Aug 11, 2014 Next meter reading Sep 08, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Jul 09 Aug 07	29	42726	43965	1,239

Electric - Residential	Current Billing
Usage - 1,239 kWh	Amt Due - Previous Bill \$ 277.00
Duke Energy - Rate RS \$ 69.30	Payment(s) Received 75.00cr
Current Electric Charges \$ 69.30	Late Payment Charge(s) 3.03
	Balance Forward 205.03
	Budget Billing Amt Due 277.00
	Current Amount Due \$ 482.03

Account Balance
Budget Billing Balance \$ 681.78
Other Charges/Credits 3.03
Total Account Balance \$ 684.81

The more you know, the less you spend. Get bill-lowering tips at 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 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.

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

Due Date	Amount Due	After
Sep 2, 2014	\$ 482.03	Sep 2, 2014 \$ 489.26

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

Your Electric Supplier Charges of \$74.22 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from Choice Energy, LLC, please call them at 1-888-565-4490 or write to: 1031 Office Park RD West Des Moines, IA 50265

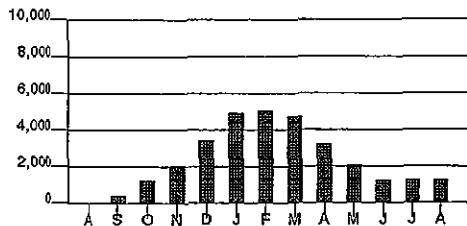
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.33 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy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

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100507551	Rate RS - Residential Svc-Summer	
kWh Usage - 1,239	Distribution-Customer Chg	\$ 6.00
Jul 09 - Aug 07	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,239 kWh @ \$ 0.02534200	31.40
	Delivery Riders	21.78
	Total Delivery Charges	\$ 53.18
	Generation Riders	10.12
		\$ 69.30
	Total Current Electric Charges	\$ 69.30

Budget Billing Plan (BBP) Information		
Summary		
BBP Option : Quarterly Plan	Previous Budget Billing Balance	\$ 613.26
BBP Installment Amount: \$ 277.00	Payment(s) Received	75.00cr
	Current Electric Charges	69.30
	Current Electric Suppl Chg	74.22
	Budget Billing Balance	\$ 681.78

Explanation of Electric Supplier Charges		
Supplier Charges	Choice Energy, LLC	
	Jul 09 - Aug 07	
	Commodity Charge 1239 KWH @	
	0.0599	\$ 74.22
	Total Electric Supplier Charges	\$ 74.22

kWh **Electric Usage**



Calculations based on most recent 12 month history
 Total Usage 30,996
 Average Usage 2,583

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Electric	0	498	1,270	2,039	3,438	4,976	5,007	4,797	3,214	2,029	1,284	1,205	1,239

Account Number 0530-0272-40-3

20 06

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

Due Date	Amount Due
Oct 2, 2014	\$ 385.56

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

Larry Pete Peterson
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

400 00000385565 05300272403 100220148 00000391344

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Sep 10 not included Last payment received Sep 01 Bill prepared on Sep 10, 2014 Next meter reading Oct 07, 2014

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Aug 07	Sep 08	32	43965	45229	1,264

Electric - Residential	
Usage -	1,264 kWh
Duke Energy - Rate RS	\$ 70.50
Current Electric Charges	\$ 70.50

Current Billing	
Amt Due - Previous Bill	\$ 482.03
Payment(s) Received	375.07cr
Late Payment Charge(s)	1.60
Balance Forward	108.56
Budget Billing Amt Due	277.00
Current Amount Due	\$ 385.56

Account Balance	
Budget Billing Balance	\$ 481.23
Other Charges/Credits	1.60
Total Account Balance	\$ 482.83

The more you know, the less you spend. Get bill-lowering tips at duke-energy.com/energytips.

Is your insulation doing its job? Better insulation and air sealing can make your home more comfortable all year. Duke Energy offers up to \$425 to help with improvements. Get started at duke-energy.com/425.

Your Electric Supplier Charges of \$100.99 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

Due Date	Amount Due	After Oct 2, 2014
Oct 2, 2014	\$ 385.56	\$ 391.34

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

If you have any questions about electric supplier service received from Choice Energy, LLC, please call them at 1-888-565-4490 or write to: 1031 Office Park RD West Des Moines, IA 50265

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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

ATTENTION: CUSTOMER NOTIFICATION OF PROCESS CHANGE - The process of providing you the 10 day winter final notice of disconnection will change effective October 20, 2014. Previously we sent you a letter. In the future, we will attempt to reach you primarily by phone. In addition to this bill message, we will also attempt to provide you with notice of this process change by phone. Please update your phone number online at www.duke-energy.com/updatephone or call us using the telephone number provided on the front of your bill.

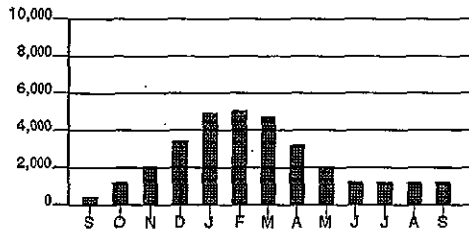
Explanation of Current Charges			
Electric		Duke Energy	
Meter -	100507551	Rate RS - Residential Svc-Summer	
kWh Usage -	1,264	Distribution-Customer Chg	\$ 6.00
Aug 07 - Sep 08		Delivery Charges	
32 Days		Distribution-Energy Chg	
		1,264 kWh @ \$ 0.02534200	32.03
		Delivery Riders	22.09
		Total Delivery Charges	\$ 54.12
		Generation Riders	10.38
			\$ 70.50
		Total Current Electric Charges	\$ 70.50

Budget Billing Plan (BBP) Information			
Summary		Previous Budget Billing Balance	\$ 681.78
BBP Option :	Quarterly Plan	Payment(s) Received	372.04cr
BBP installment Amount:	\$ 277.00	Current Electric Charges	70.50
		Current Electric Suppl Chg	100.99
		Budget Billing Balance	\$ 481.23

Explanation of Electric Supplier Charges		
Supplier Charges	Choice Energy, LLC	
	Aug 07 - Sep 08	
	Commodity Charge 1264 KWH @	
	0.0799	\$ 100.99
		\$ 100.99
	Total Electric Supplier Charges	\$ 100.99

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 31,762
 Average Usage 2,647

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Electric	498	1,270	2,038	3,438	4,976	5,007	4,797	3,214	2,029	1,284	1,205	1,239	1,264

DISCONNECT NOTICE

Account Number 0530-0272-40-3

20 06

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

☐

Due Date	Amount Due
Nov 7, 2014	\$ 355.82

\$ _____
HeatShare Contribution
(for Customer Assistance)

\$ _____
Amount Enclosed

Larry Pete Peterson
3944 Roosevelt Bl
Middletown OH 45044

PO Box 1327
Charlotte NC 28201-1327

410 00000355828 05300272403 110720149 00000361160

DISCONNECT NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Oct 16 not included Last payment received Oct 02 Bill prepared on Oct 16, 2014 Next meter reading Nov 05, 2014

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay an additional deposit in the amount of \$145.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$207.83 is not paid before 11/10/2014. 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.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Sep 08 Oct 07	29	45229	46607	1,378

Electric - Residential	Current Billing
Usage - 1,378 kWh	Amt Due - Previous Bill \$ 385.56
Duke Energy - Rate RS \$ 147.99	Payment(s) Received 275.00cr
Current Electric Charges \$ 147.99	Balance Forward 110.56
	Current Electric Charges 147.99
	Cncl Budget Billing Amt Due 383.96cr
	Budget Billing Ending Bal 481.23
	Current Amount Due \$ 355.82

Notice: We are now able to send free text messages if your account is past due and subject to disconnect. Plus, coming soon: Outage alerts by text.

Fall Freebie: Get \$30 for recycling your extra fridge. Schedule your FREE pickup at duke-energy.com/October or by calling 855.398.6200.

DISCONNECT NOTICE

Due Date	Amount Due	After Nov 7, 2014
Nov 7, 2014	\$ 355.82	\$ 361.16

DISCONNECT NOTICE

Page 2 of 2

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

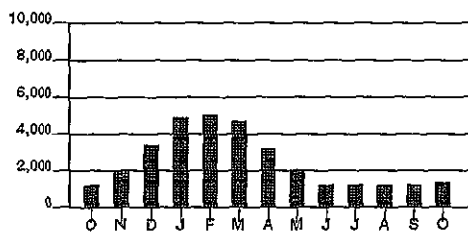
In Case No. 14-955-EL-UEX, the PUCO approved an adjustment to Rider UE-ED (Uncollectible Expense - Electric Distribution). In Case No. 14-953-EL-UEX, the PUCO approved an adjustment to Rider UE-GEN (Uncollectible Expense - Electric Generation). The PUCO also approved adjustments to Riders SCR (Supplier Cost Reconciliation), AER-R (Alternative energy Recovery), and BTR (Base Transmission Rider). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.01 or (0.8) %.

Charges from your Electric Supplier were unavailable at billing and will appear on a future bill.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.25 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.

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100507551	Rate RS - Residential Svc-Winter	
kWh Usage - 1,378	Distribution-Customer Chg	\$ 6.00
Sep 08 - Oct 07	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,378 kWh @ \$0.02534200	34.92
	Delivery Riders	23.88
	Total Delivery Charges	\$ 58.80
	Generation Riders	7.99
	Generation Charges	
	Rider RC	14.13
	Rider RE	58.03
	Rider AERR	0.50
	Rider SCR	2.54
	Total Generation Charges	\$ 75.20
		\$ 147.99
	Total Current Electric Charges	\$ 147.99

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 31,870
 Average Usage 2,656

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Electric	1,270	2,038	3,438	4,976	5,007	4,797	3,214	2,029	1,284	1,205	1,239	1,264	1,378

Account Number 0530-0272-40-3

20 06

Due Date	Amount Due
Dec 8, 2014	\$ 187.65

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

Larry Pete Peterson
 3944 Roosevelt Blvd
 Middletown OH 45044-6682

PO Box 1326
 Charlotte NC 28201-1326

400 00000187658 05300272403 120820141 00000190462

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 14 not included Last payment received Nov 03 Bill prepared on Nov 14, 2014 Next meter reading Dec 08, 2014

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Oct 07	Nov 05	29	46607	48529	1,922

Electric - Residential	Current Billing
Usage - 1,922 kWh	Amt Due - Previous Bill \$ 355.82
Duke Energy - Rate RS \$ 187.65	Payment(s) Received 355.82cr
Current Electric Charges \$ 187.65	Balance Forward 0.00
	Current Electric Charges 187.65
	Current Amount Due \$ 187.65

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go online to 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.

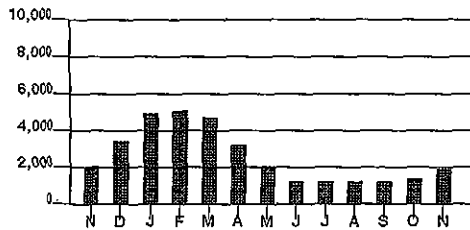
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.25 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After Dec 8, 2014
Dec 8, 2014	\$ 187.65	\$ 190.46

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100507551	Rate RS - Residential Svc-Winter	
kWh Usage - 1,922	Distribution-Customer Chg	\$ 6.00
Oct 07 - Nov 05	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,922 kWh @ \$ 0.02534200	48.71
	Delivery Riders	31.41
	Total Delivery Charges	\$ 80.12
	Generation Riders	8.99
	Generation Charges	
	Rider RC	15.77
	Rider RE	72.52
	Rider AERR	0.70
	Rider SCR	3.55
	Total Generation Charges	\$ 92.54
		\$ 187.65
Total Current Electric Charges		\$ 187.65

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 31,753

Average Usage 2,646

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	2,039	3,438	4,976	5,007	4,797	3,214	2,029	1,284	1,205	1,239	1,264	1,378	1,922

Account Number 0530-0272-40-3

20 06

Due Date	Amount Due
Dec 31, 2014	\$ 341.74

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

Larry Pete Peterson
 3944 Roosevelt Blvd
 Middletown OH 45044-6682

PO Box 1326
 Charlotte NC 28201-1326

400 00000341746 05300272403 123120140 00000346870

Page 1 of 2

Name / Service Address	For Inquiries Call	Account Number
Larry Pete Peterson 3944 Roosevelt Bl Middletown OH 45044	Duke Energy 1-800-544-6900	0530-0272-40-3

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 09 not included Last payment received Dec 01 Bill prepared on Dec 09, 2014 Next meter reading Jan 09, 2015

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	100507551	Nov 05	Dec 08	33	48529	52579	4,050

Electric - Residential	Current Billing
Usage - 4,050 kWh	Amt Due - Previous Bill \$ 187.65
Duke Energy - Rate RS \$ 341.74	Payment(s) Received 187.65cr
Current Electric Charges \$ 341.74	Balance Forward 0.00
	Current Electric Charges 341.74
	Current Amount Due \$ 341.74

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help or visit us online at duke-energy.com/heatshare.

Save time. Save money. Get FREE CFL bulbs or deeply discounted CFLs and LEDs. Go online to 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.

HoM Energy Manager Enables you to remotely control your HVAC system from your connected PC or mobile device. Better manage usage with manual and automated energy controls. Get relevant personalized energy information, plus connect and control, anytime, anywhere. Learn more at duke-energy.com/HoMEnergyMgr.

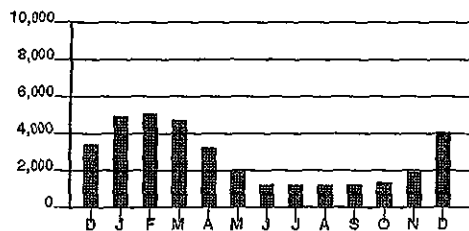
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.25 cents per kWh. Your Price to Compare may be different based on your usage. Visit www.duke-energy.com to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After Dec 31, 2014
Dec 31, 2014	\$ 341.74	\$ 346.87

Name	Service Address	Account Number
Larry Pete Peterson	3944 Roosevelt Bl Middletown OH 45044	0530-0272-40-3

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100507551	Rate RS - Residential Svc-Winter	
kWh Usage - 4,050		
Nov 05 - Dec 08		
33 Days		
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	4,050 kWh @ \$ 0.02534200	102.64
	Delivery Riders	59.88
	Total Delivery Charges	\$ 162.52
	Generation Riders	12.88
	Generation Charges	
	Rider RC	22.15
	Rider RE	129.24
	Rider AERR	1.47
	Rider SCR	7.48
	Total Generation Charges	\$ 160.34
		\$ 341.74
Total Current Electric Charges		\$ 341.74

kWh Electric Usage



Calculations based on most recent 12 month history
Total Usage 32,865
Average Usage 2,697

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Electric	3,438	4,976	5,007	4,787	3,214	2,029	1,284	1,205	1,239	1,264	1,378	1,922	4,050

Account Number 9430-0272-25-2

20 06

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

Due Date	Amount Due
Nov 1, 2013	\$ 117.00

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

Larry Peterson
Store: Light Bldg: Garag
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

400 00000117005 94300272252 110120133 00000117935

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Larry Peterson 3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	Duke Energy 1-800-544-6900	9430-0272-25-2

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 10 not included Bill prepared on Oct 10, 2013 Next meter reading Nov 05, 2013

PLEASE NOTE: A service deposit has been charged to your account as a result of your request for new service(s). Please pay the stated deposit amount by the due date indicated or contact us at the number listed for payment arrangements.

Urgent Message - The electric charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	108155933	Sep 05 Oct 07	32	5	17 E	480

Electric - Residential	
Usage -	480 kWh
Duke Energy - Rate RS	\$ 62.00
Current Electric Charges	\$ 62.00

Current Billing	
Amt Due - Previous Bill	\$ 0.00
Balance Forward	0.00
Current Electric Charges	62.00
Agmt #3727236 Amt Due	55.00
Deposit Amt Due	165.00
Transfer to Agmt #3727236	165.00cr
Current Amount Due	\$ 117.00

Due Date	Amount Due	After Nov 1, 2013
Nov 1, 2013	\$ 117.00	\$ 117.93

EXHIBIT

MC-2

Name	Service Address	Account Number
Larry Peterson	3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	9430-0272-25-2

Account Balance	
Current Charges	\$ 62.00
Agreement Balance	165.00
Total Account Balance	\$ 227.00

Your deposit and accrued interest will be credited to your account after you have paid your utility bill promptly each month for the required time period, or at the time you request to have your service terminated.

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. Visit us online at duke-energy.com/heatshare for more information on how you can help.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

In Case No. 13-1524-EL-UEx, the PUCO approved an adjustment to Rider UE-ED, Uncollectible Expense Electric Distribution (part of the Delivery Riders). In Case No. 13-1510-EL-UEx, the PUCO approved an adjustment to Rider UE-GEN, Uncollectible Expense Electric Generation (part of the Generation Riders). A typical residential customer using 1,000 kWh per month will see a decrease of \$0.73 or (0.6) %. However, the PUCO also approved adjustments to Riders SCR, AER-R, BTR, and RTO. Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.24 or (0.2) %.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 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.

Explanation of Current Charges			
Electric		Duke Energy	
Meter - 108155933		Rate RS - Residential Svc-Winter	
Multipliers - 40		Distribution-Customer Chg	\$ 6.00
kWh Usage - 480		Delivery Charges	
Sep 05 - Oct 07		Distribution-Energy Chg	
32 Days		480 kWh @ \$ 0.02534200	12.16
		Delivery Riders	10.75
		Total Delivery Charges	\$ 22.91
		Generation Riders	3.41
		Generation Charges	
		Rider RC	1.37
		Rider RE	27.22
		Rider AERR	0.08
		Rider RTO	0.19cr
		Rider SCR	1.20
		Total Generation Charges	\$ 29.68
			\$ 62.00
		Total Current Electric Charges	\$ 62.00

Agreement Information			
Summary		Previous Agreement Balance	\$ 0.00
Agreement Number - 3727236		Transfer From Current Billing	\$ 165.00
Agreement Amount - \$ 165.00		Payment(s) Received	\$ 165.00
Agreement Date - 09/03/13		Agreement Balance	\$ 165.00
Number of Payments - 3			
Monthly Amount Due - \$ 55.00			

Account Number 9430-0272-25-2

20 06

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

Due Date	Amount Due
Dec 3, 2013	\$ 108.27

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

Larry Peterson
Store: Light Bldg: Garag
3944 Roosevelt Blvd
Middletown OH 45044-6682

PO Box 1326
Charlotte NC 28201-1326

400 00000108278 94300272252 120320130 00000109070

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Larry Peterson 3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	Duke Energy 1-800-544-6900	9430-0272-25-2

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 08 not included Last payment received Nov 01 Bill prepared on Nov 08, 2013 Next meter reading Dec 07, 2013

Urgent Message - The electric charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	108155933	Oct 07 Nov 05	29	17 E	27 E	400

Electric - Residential	Current Billing
Usage - 400 kWh	Amt Due - Previous Bill \$ 117.00
Duke Energy - Rate RS \$ 53.27	Payment(s) Received 117.00cr
Current Electric Charges \$ 53.27	Balance Forward 0.00
	Current Electric Charges 53.27
	Agmt #3727236 Amt Due 55.00
	Current Amount Due \$ 108.27

Account Balance
Current Charges \$ 53.27
Agreement Balance 110.00
Total Account Balance \$ 163.27

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2641747. \$55.00 has been received as a security deposit for your account on 11/01/2013.

Due Date	Amount Due	After Dec 3, 2013
Dec 3, 2013	\$ 108.27	\$ 109.07

Name	Service Address	Account Number
Larry Peterson	3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	9430-0272-25-2

PLEASE NOTE: Your next scheduled meter reading date is a Saturday .

Make sure your home is comfortable for the holidays. Get up to \$425 in rebates to help upgrade your attic insulation and seal ducts. Find a certified contractor today at duke-energy.com/smarty

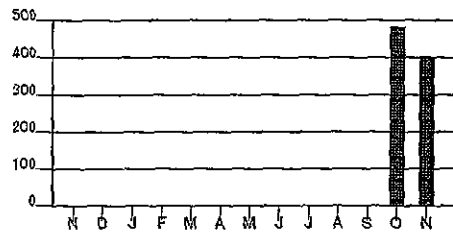
Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 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.

Explanation of Current Charges			
Electric		Duke Energy	
Meter -	108155933	Rate RS - Residential Svc-Winter	
Multipliers -	40	Distribution-Customer Chg	\$ 6.00
kWh Usage -	400	Delivery Charges	
Oct 07 - Nov 05		Distribution-Energy Chg	
29 Days		400 kWh @ \$ 0.02534200	10.14
		Delivery Riders	9.56
		Total Delivery Charges	\$ 19.70
		Generation Riders	2.84
		Generation Charges	
		Rider RC	1.14
		Rider RE	22.68
		Rider AERR	0.07
		Rider RTO	0.16cr
		Rider SCR	1.00
		Total Generation Charges	\$ 24.73
			\$ 53.27
Total Current Electric Charges			\$ 53.27

Agreement Information			
Summary		Previous Agreement Balance	\$ 165.00
Agreement Number -	3727236	Payment(s) Received	\$ 55.00cr
Agreement Amount -	\$ 165.00	Agreement Balance	\$ 110.00
Agreement Date -	09/03/13		
Number of Payments -	3		
Monthly Amount Due -	\$ 55.00		

Electric Usage



Total Usage	880
Average Usage	440

[illegible]

Account Number 9430-0272-25-2

20 06

Due Date	Amount Due
Jan 2, 2014	\$ 125.74

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

Larry Peterson
 Store: Light Bldg: Garag
 3944 Roosevelt Blvd
 Middletown OH 45044-6682

PO Box 1326
 Charlotte NC 28201-1326

400 00000125741 94300272252 010220149 00000126802

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Larry Peterson 3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	Duke Energy 1-800-544-6900	9430-0272-25-2

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 11 not included Last payment received Dec 02 Bill prepared on Dec 11, 2013 Next meter reading Jan 09, 2014

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108155933	Nov 05 Dec 07	32	27 E	41 E	560

Electric - Residential		
Usage -	560 kWh	
Duke Energy - Rate RS		\$ 70.74
Current Electric Charges		\$ 70.74

Current Billing	
Amt Due - Previous Bill	\$ 108.27
Payment(s) Received	108.27cr
Balance Forward	0.00
Current Electric Charges	70.74
Agmt #3727236 Amt Due	55.00
Current Amount Due	\$ 125.74

Account Balance	
Current Charges	\$ 70.74
Agreement Balance	55.00
Total Account Balance	\$ 125.74

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2667995. \$55.00 has been received as a security deposit for your account on 12/02/2013.

Urgent Message - The electric charges on this bill have been estimated because of weather conditions.

Get up to \$425 to make your home more comfortable. Now that's a joyful tidings. Learn more about our cash incentives for home insulation and duct sealing projects at duke-energy.com/smarty.

Due Date	Amount Due	After Jan 2, 2014
Jan 2, 2014	\$ 125.74	\$ 126.80

Name	Service Address	Account Number
Larry Peterson	3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	9430-0272-25-2

Help those less fortunate stay warm this winter by contributing to Duke Energy's HeatShare program. See this month's bill insert for more information on how you can help, or visit us online at duke-energy.com/heatshare.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.13 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.

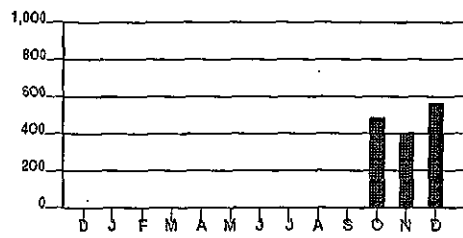
If you have any questions about electric supplier service received from Discount Power, Inc., please call them at 1-877-259-7693 or write to: 6 Armstrong Road Shelton, CT 06484

Explanation of Current Charges			
Electric		Duke Energy	
Meter - 108155933		Rate RS - Residential Svc-Winter	
Multipliers - 40		Distribution-Customer Chg	\$ 6.00
kWh Usage - 560		Delivery Charges	
Nov 05 - Dec 07		Distribution-Energy Chg	
32 Days		560 kWh @ \$ 0.02534200	14.19
		Delivery Riders	11.93
		Total Delivery Charges	\$ 26.12
		Generation Riders	3.98
		Generation Charges	
		Rider RC	1.60
		Rider RE	31.76
		Rider AERR	0.10
		Rider RTO	0.22cr
		Rider SCR	1.40
		Total Generation Charges	\$ 34.64
			\$ 70.74
		Total Current Electric Charges	\$ 70.74

Agreement Information			
Summary		Previous Agreement Balance	\$ 110.00
Agreement Number - 3727236		Payment(s) Received	\$ 55.00cr
Agreement Amount - \$ 165.00		Agreement Balance	\$ 55.00
Agreement Date - 09/03/13			
Number of Payments - 3			
Monthly Amount Due - \$ 55.00			

Name	Service Address	Account Number
Larry Peterson	3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	9430-0272-25-2

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 1,440
Average Usage 480

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Electric	0	0	0	0	0	0	0	0	0	0	480	400	560

DISCONNECT NOTICE

Account Number 9430-0272-25-2

20 06

Due Date	Amount Due
Feb 5, 2014	\$ 433.46

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

Larry Peterson
3944 Roosevelt Bl
Store: Light Bldg; Garag
Middletown OH 45044

PO Box 1327
Charlotte NC 28201-1327

410 00000433462 94300272252 020520140 00000439967

DISCONNECT NOTICE

Page 1 of 3

Name / Service Address	For Inquiries Call	Account Number
Larry Peterson 3944 Roosevelt Bl Store: Light Bldg; Garag Middletown OH 45044	Duke Energy Discount Power, Inc. 1-800-544-6900 1-877-259-7693	9430-0272-25-2 12440729513637

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Jan 14 not included Last payment received Jan 03 Bill prepared on Jan 14, 2014 Next meter reading Feb 07, 2014

IMPORTANT: Your service may be disconnected if your past due amount of \$351.01 is not paid before 02/07/2014. 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.

Urgent Message - The electric charges on this bill have been estimated because the doors were locked and no one answered. Please call us to make permanent meter reading arrangements before your next scheduled meter reading date.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	108155933	Dec 07 Jan 09	33	41 E	59 E	720

Electric - Residential	Current Billing
Usage - 720 kWh	Amt Due - Previous Bill \$ 125.74
Duke Energy - Rate RS \$ 42.47	Payment Correction 125.74
Discount Power - Rate D100 39.98	Payment Correction 108.27
Inc.	Payment Correction 117.00
Current Electric Charges \$ 82.45	Payment(s) Received 125.74cr
	Balance Forward 351.01
	Current Electric Charges 82.45
	Current Amount Due \$ 433.46

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2693467. \$55.00 has been received as a security deposit for your account on 01/03/2014.

DISCONNECT NOTICE

Due Date	Amount Due	After Feb 5, 2014
Feb 5, 2014	\$ 433.46	\$ 439.96

DISCONNECT NOTICE

Page 2 of 3

Name	Service Address	Account Number
Larry Peterson	3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	9430-0272-25-2

PLEASE NOTE: Our records indicate that your previous bill was not paid in full. As a result, you have been removed from your agreement. The entire agreement balance is now due.

Save time. Save money. Get FREE or deeply discounted CFLs and LEDs from the Duke Energy Savings Store - delivered right to your door. Check your eligibility for FREE CFLs today. Call 800-943-7585 and choose option 1 or visit duke-energy.com/SaveOnBulbs.

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 a decrease of approximately \$1.82 or (1.5%) per month effective January 2014.

FREE PICK UP OF YOUR OLD REFRIGERATOR OR FREEZER! Save up to \$150/yr on your energy bill. We'll pick it up for FREE and give you \$30. To schedule your pickup, call 855.398.6200 or visit duke-energy.com/recycle. Some restrictions apply.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 6.11 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.

If you have any questions about electric supplier service received from Discount Power, Inc., please call them at 1-877-259-7693 or write to: 6 Armstrong Road Shelton, CT 06484

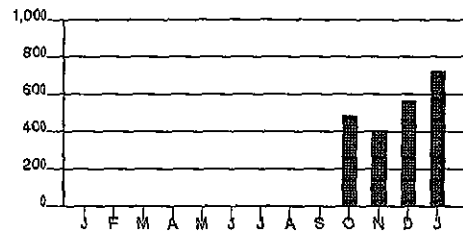
Explanation of Current Charges			
Electric			
Meter -	108155933	Duke Energy	
Multipliers -	40	Rate RS - Residential Svc-Winter	
kWh Usage -	720	Distribution-Customer Chg	\$ 6.00
Dec 07 - Jan 09		Delivery Charges	
33 Days		Distribution-Energy Chg	
		720 kWh @ \$0.02534200	18.25
		Delivery Riders	13.11
		Total Delivery Charges	\$ 31.36
		Generation Riders	5.11
			\$ 42.47
		Generation Charge	
		Discount Inc.	
		Rate D100 - DP1 10% Discount Rate	
		Supplier RC	\$ 2.06
		Supplier RE	40.83
		Supplier AERR	0.34
		Supplier RTO	0.28cr
		Supplier SCR	1.47
		Supplier 10% Discount	4.44cr
			39.98
		Total Current Electric Charges	\$ 82.45

DISCONNECT NOTICE

Page 3 of 3

Name	Service Address	Account Number
Larry Peterson	3944 Roosevelt Bl Store: Light Bldg: Garag Middletown OH 45044	9430-0272-25-2

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 2,160
Average Usage 540

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Electric	0	0	0	0	0	0	0	0	0	480	400	560	720

ANIN ACCOUNT NOTE INQUIRY 01:56 P 05/06/14 M35A551
ACCT: 94300272 25 CS: ACCEPTABLE STATUS/DATE: CANCELLED 09/05/13
DIV: 20 CYC: 06 ZIP: 45044 CUST SIC : PRIVATE HOUSEHOLDS
NAME: LARRY PETERSON PENDING : ANIN SPCD WKFL
ADDR: 3944 ROOSEVELT BL APT: FL: SUBURB: MIDDLETOWN

TENANT NUMBER: 23

TEXT: THIS METER SERVES GARAGE AND OUTDOOR LIGHTS. WATCH ACCOUNT 0530 0272

37

EXPIRATION DATE: 12/10/16 DATE ENTERED: 09/11/12
REVIEW BEFORE EXPIRATION? N ENTERED BY : DIANNA AGNEW
PERMANENT NOTE? N DEPARTMENT NAME: CUSTOMER CARE
ORIGINATED BY: DIANNA AGNEW

ACCOUNT NOTE HISTORY DETAIL 01:57 P 05/06/14 M35H082
ACCT: 94300272 25 CS: ACCEPTABLE STATUS/DATE: CANCELLED 09/05/13
DIV: 20 CYC: 06 ZIP: 45044 CUST SIC : PRIVATE HOUSEHOLDS
NAME: LARRY PETERSON PENDING : ANIN SPCD WKFL
ADDR: 3944 ROOSEVELT BL APT: FL: SUBURB: MIDDLETOWN

LN NO: 05 DATE ENTERED: 11/21/13 DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : SANDRA TAYLOR ORIGINATED BY: SANDRA TAYLOR
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: LARRY PETERSON
TEL1: H (513)649-4427 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: CCI INQ PAYMENT OF 117X BEING MADE ON 11/1/13 HAVE NOT CLEARED HIS
BANK ADV C PAYMENT WAS POSTED 11/1/13

EXPIRATION DATE: 02/19/14 PERMANENT NOTE? N

REVIEW BEFORE EXPIRATION? N

ACCOUNT NOTE HISTORY DETAIL 01:58 P 05/06/14 M35H082
ACCT: 94300272 25 CS: ACCEPTABLE STATUS/DATE: CANCELLED 09/05/13
DIV : 20 CYC: 06 ZIP: 45044 CUST SIC : PRIVATE HOUSEHOLDS
NAME: LARRY PETERSON PENDING : ANIN SPCD WKFL
ADDR: 3944 ROOSEVELT BL APT: FL: SUBURB: MIDDLETOWN

LN NO: 04 ~~DATE ENTERED: 11/25/13~~ DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : ADRIANNE MAY ORIGINATED BY: ADRIANNE MAY
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: LARRY PETERSON
TEL1: H (513)649-4427 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: CUSTOMER HAD GENERAL BILLING AND/OR BALANCE INQUIRY

EXPIRATION DATE: 02/23/14 PERMANENT NOTE? N

ACCOUNT NOTE HISTORY DETAIL 01:59 P 05/06/14 M35H082
ACCT: 94300272 25 CS: ACCEPTABLE STATUS/DATE: CANCELLED 09/05/13
DIV : 20 CYC: 06 ZIP: 45044 CUST SIC : PRIVATE HOUSEHOLDS
NAME: LARRY PETERSON PENDING : ANIN SPCD WKFL
ADDR: 3944 ROOSEVELT BL APT: FL: SUBURB: MIDDLETOWN

LN NO: 04 ~~DATE ENTERED: 01/21/14~~ DESCRIPTION: ACCOUNT NOTE ADD
ENTERED BY : TIFFANY REMPE ORIGINATED BY: TIFFANY REMPE
HOW REC'D: TEL REC'D FROM: AGT AGT/INT: LARRY PETERSON
TEL1: H (513)649-4427 EXT1: TEL2: EXT2:

TENANT NUMBER: 25 DEPARTMENT NAME: CUSTOMER CARE

TEXT: NEED TO REINSTATE

EXPIRATION DATE: 02/20/14 PERMANENT NOTE? N

05300272 40

LARRY PETE PETERSON
3944 ROOSEVELT BL
MIDDLETOWN, OH 45044
UPSTAIRS APARTMENT

<u>Bill Prep Date</u>	<u>Due Date</u>	<u>Date Entered</u>	<u>Amount</u>	<u>BILLING NOTES</u>	<u>BUDGET BILLING ACCOUNT BALANCE</u>
	10/30/2014		\$ 355.82	TOTAL ACCOUNT BALANCE DUE OCTOBER 30, 2014	
		10/8/2014	\$ 147.99	ELECTRIC USAGE CHARGES FROM SEPTEMBER 8, 2014 THROUGH OCTOBER 7, 2014	
		10/2/2014	275.00-	PAYMENT	
		9/15/2014	\$ 481.23	BUDGET BILLING PLAN REMOVED	\$ 481.23 BUDGET REMOVED
9/10/2014	10/2/2014		\$ 385.56	TOTAL ACCOUNT BALANCE DUE OCTOBER 2, 2014	\$ 481.23
		9/9/2014	\$ 171.49	ELECTRIC USAGE CHARGES FROM AUGUST 7, 2014 THROUGH SEPTEMBER 8, 2014	
		9/3/2014	\$ 1.60	LATE PAYMENT CHARGE	
		9/3/2014	375.07-	PAYMENT	
8/11/2014	9/2/2014		\$ 482.03	TOTAL ACCOUNT BALANCE DUE SEPTEMBER 2, 2014	\$ 681.78
		8/8/2014	\$ 277.00	BUDGET BILLING REVIEWED AND WILL INCREASE TO \$290 BEGINNING WITH SEPTEMBER BILL	
		8/8/2014	\$ 143.52	ELECTRIC USAGE CHARGES FROM JULY 9, 2014 THROUGH AUGUST 7, 2014	
		8/1/2014	\$ 3.03	LATE PAYMENT CHARGE	
		7/31/2014	75.00-	PAYMENT	
7/10/2014	8/1/2014	7/10/2014	\$ 277.00	TOTAL ACCOUNT BALANCE DUE AUGUST 1, 2014	\$ 613.26
		7/10/2014	\$ -		
		7/10/2014	\$ 139.38	ELECTRIC USAGE CHARGES FROM JUNE 9, 2014 THROUGH JULY 9, 2014	
		7/3/2014	302.64-	PAYMENT -- PAYMENT PLAN - PAID IN FULL	
6/10/2014	7/2/2014		\$ 302.64	TOTAL ACCOUNT BALANCE DUE JULY 2, 2014	\$ 750.88
		6/10/2014	\$ 149.59	ELECTRIC USAGE FROM MAY 8, 2014 THROUGH JUNE 9, 2014	
		6/2/2014	197.00-	PAYMENT	

EXHIBIT
MC-4
tabbles

				<u>BUDGET BILLING ACCOUNT</u>	
<u>Bill Prep Date</u>	<u>Due Date</u>	<u>Date Entered</u>	<u>Amount</u>	<u>BILLING NOTES</u>	<u>BALANCE</u>
5/9/2014	6/2/2014		\$ 197.00	TOTAL ACCOUNT BALANCE DUE JUNE 2, 2014	\$ 767.29
		5/9/2014	\$ 277.00	BUDGET BILLING REVIEWED AND INCREASED TO \$277 A MONTH BEGINNING WITH JULY BIEL	
		5/9/2014	\$ 190.49	ELECTRIC USAGE CHARGES FROM APRIL 8, 2014 THROUGH MAY 8, 2014	
		5/5/2014	197.00-	PAYMENT	
4/9/2014	5/1/2014		\$ 197.00	TOTAL ACCOUNT BALANCE DUE MAY 1, 2014	\$ 742.80
		4/9/2014	\$ 273.51	ELECTRIC USAGE CHARGES FROM MARCH 10, 2014 THROUGH APRIL 8, 2014	
		4/4/2014	197.00-	PAYMENT	
3/11/2014	4/2/2014		\$ 197.00	TOTAL ACCOUNT BALANCE DUE APRIL 2, 2014	\$ 635.29
		3/11/2014	\$ 401.74	ELECTRIC USAGE CHARGES FROM FEBRUARY 7, 2014 THROUGH MARCH 10, 2014	
		2/25/2014	197.00-	PAYMENT	
2/13/2014	3/4/2014		\$ 197.00	TOTAL BALANCE DUE MARCH 4, 2014 AFTER BUDGET SETUP	
		2/13/2014	368.55-	ACCOUNT BALANCE SETUP ON BUDGET BILLING FOR \$197 A MONTH	\$ 368.55
		2/10/2014	\$ 430.55	TOTAL ACCOUNT BALANCE DUE MARCH 4, 2014	
		2/10/2014	\$ 368.55	ELECTRIC USAGE CHARGES FROM JANUARY 13, 2014 THROUGH FEBRUARY 7, 2014	
		2/4/2014	\$ 62.00	1ST PAYMENT PLAN MONTHLY INSTALLMENT	
		2/4/2014	180.64-	ACCOUNT BALANCE TRANSFERRED TO 6 MONTH PAYMENT PLAN,	
		2/4/2014	175.00-	\$31/MONTH	
		2/3/2014	\$ 5.26	PAYMENT	
		2/3/2014	\$ 5.26	LATE PAYMENT CHARGE	
		1/27/2014	125.00-	PAYMENT	
		1/14/2014	157.48-	PAYMENT	

Bill Prep Date	Due Date	Date Entered	Amount
----------------	----------	--------------	--------

TOTAL ACCOUNT BALANCE DUE FEBRUARY 3, 2014 AFTER PAYMENTS POSTED

ELECTRIC USAGE CHARGES FROM JANUARY 9, 2014 THROUGH

JANUARY 13, 2014

1/13/2014 \$ 54.58

1/13/2014	07:00	PAYMENT TRANSFERRED FROM GARBAGE ACCOUNT TO 3944 ROOSEVELT BLVD UPSTAIRS APARTMENT
1/13/2014	10:27	PAYMENT TRANSFERRED FROM GARBAGE ACCOUNT TO 3944 ROOSEVELT BLVD UPSTAIRS APARTMENT
1/13/2014	12:57	PAYMENT TRANSFERRED FROM GARBAGE ACCOUNT TO 3944 ROOSEVELT BLVD UPSTAIRS APARTMENT

TOTAL ACCOUNT BALANCE DUE FEBRUARY 3, 2014:

ELECTRIC USAGE CHARGES FROM DECEMBER 7, 2013 THROUGH

JANUARY 9, 2014

LATE PAYMENT CHARGE

TOTAL ACCOUNT BALANCE DUE DECEMBER 31, 2013

ELECTRIC USAGE CHARGES FROM NOVEMBER 5, 2013 THROUGH
DECEMBER 7, 2013

LATE PAYMENT CHARGE

PAYMENT

TOTAL ACCOUNT BALANCE DUE DECEMBER 2, 2013:

ELECTRIC USAGE CHARGES FROM OCTOBER 7, 2013 THROUGH
NOVEMBER 5, 2013

LATE PAYMENT CHARGE

TOTAL ACCOUNT BALANCE DUE OCTOBER 30, 2013

ELECTRIC USAGE CHARGES FROM SEPTEMBER 6, 2013 THROUGH
OCTOBER 7, 2013

PAYMENT:

TOTAL ACCOUNT BALANCE DUE OCTOBER 1, 2013

ELECTRIC USAGE CHARGES FROM AUGUST 20, 2013 THROUGH
SEPTEMBER 6, 2013

SECURITY DEPOSIT

94300272 25

LARRY PETERSON
3944 ROOSEVELT BLVD. GARAGE ACCOUNT
MIDDLETOWN, OH 45044

<u>Bill Prep Date</u>	<u>Due Date</u>	<u>Date Entered</u>	<u>Amount</u>	<u>BILLING NOTES</u>
		1/21/2014	\$ 268.46	ELECTRIC CHARGE CANCELLATION - BILLING ENDED FOR LARRY PETERSON
		1/21/2014	\$ 165.00	SECURITY DEPOSIT APPLY
1/14/2014	2/5/2014	1/14/2014	\$ 438.46	TOTAL ACCOUNT BALANCE DUE FEBRUARY 5, 2014
		1/15/2014	\$ 82.45	ELECTRIC USAGE CHARGES FROM DECEMBER 7, 2013 THROUGH JANUARY 9, 2014
		1/15/2014	\$ 117.00	PAYMENT TRANSFERRED TO 3944 ROOSEVELT BLVD. UPSTAIRS APARTMENT
		1/15/2014	\$ 108.27	PAYMENT TRANSFERRED TO 3944 ROOSEVELT BLVD. UPSTAIRS APARTMENT
		1/15/2014	\$ 125.74	PAYMENT TRANSFERRED TO 3944 ROOSEVELT BLVD. UPSTAIRS APARTMENT
		1/6/2014	\$ 125.74	PAYMENT
12/11/2013	1/2/2014		\$ 125.74	TOTAL ACCOUNT BALANCE DUE JANUARY 2, 2014
		12/11/2013	\$ 70.74	ELECTRIC USAGE CHARGES FROM NOVEMBER 5, 2013 THROUGH DECEMBER 7, 2013
		12/2/2013	\$ 108.27	PAYMENT
11/8/2013	12/3/2013		\$ 108.27	TOTAL ACCOUNT BALANCE DUE DECEMBER 3, 2013
		11/8/2013	\$ 53.27	ELECTRIC USAGE CHARGES FROM OCTOBER 7, 2013 THROUGH NOVEMBER 5, 2013
		11/1/2013	\$ 117.00	PAYMENT
10/10/2013	11/1/2013		\$ 117.00	TOTAL ACCOUNT BALANCE DUE NOVEMBER 1, 2013
		10/10/2013	\$ 62.00	ELECTRIC USAGE CHARGES, USAGE FROM SEPTEMBER 5, 2013 THROUGH OCTOBER 7, 2013
		9/3/2013	\$ 165.00	3 MONTH PAYMENT PLAN SETUP, \$55 INSTALLMENT
		9/3/2013	\$ 165.00	SECURITY DEPOSIT





Duke Energy
139 E. Fourth Street
Cincinnati, OH 45202-4003

May 14, 2015

LARRY PETE PETERSON
3944 ROOSEVELT BL
MIDDLETOWN, OH 45044

Re: Acct #: 05300272 40
Service Addr: 3944 ROOSEVELT BL
MIDDLETOWN, OH 45044

Information regarding your account is listed below. Please feel free to contact us at 1-800-544-6900, if you have any questions.

Electric Meter: 100507551

Read Date	Number of Days	KWH Usage	Net Amount	Local Tax	State Tax
09/06/13	17	498	59.91		
10/07/13	31	1,270	139.43		
11/05/13	29	2,039	198.37		
12/07/13	32	3,438	305.02		
01/09/14	33	4,976	413.17		
02/07/14	29	5,007	423.13		
03/10/14	31	4,797	401.74		
04/08/14	29	3,214	273.51		
05/08/14	30	2,029	190.49		
06/09/14	32	1,284	149.59		
07/09/14	30	1,205	139.38		
08/07/14	29	1,239	69.30		
09/08/14	32	1,264	70.50		
10/07/14	29	1,378	147.99		
11/05/14	29	1,922	187.65		
12/08/14	33	4,050	341.74		
01/09/15	32	4,302	477.01		
02/09/15	31	4,291	482.54		
03/10/15	29	4,588	515.11		
04/09/15	30	2,745	236.28		
05/08/15	29	1,827	172.84		
Totals	626	57,363	5,394.70		

Prepared by: Duke Energy Customer Service(1-800-544-6900)



Title
Account Name
Address
Account Number
Disclaimer

Usage Detail
LARRY PETE PETERSON
3944 ROOSEVELT BL, MIDDLETOWN, OH 45044
0530-0272-403

The information contained in this file is intended for the personal and confidential use of the recipient(s) named above. Any unauthorized use is prohibited.

Meter Number	Bill Date	Billing Days	Read Type	Electricity Used (kWh)	Avg. kWh/Day	Avg Daily Temp.
100507551	5/11/2015	29	Actual	1827	63	58
100507551	4/10/2015	30	Actual	2745	92	48
100507551	3/11/2015	29	Actual	4588	158	20
100507551	2/10/2015	31	Actual	4291	138	31
100507551	1/12/2015	32	Actual	4302	134	32
100507551	12/9/2014	33	Actual	4050	123	37
100507551	11/14/2014	29	Actual	1922	66	52
100507551	10/16/2014	29	Actual	1378	48	60
100507551	9/10/2014	32	Actual	1264	40	74
100507551	8/11/2014	29	Actual	1239	43	70
100507551	7/10/2014	30	Actual	1205	40	74
100507551	6/10/2014	32	Actual	1284	40	67
100507551	5/9/2014	30	Actual	2029	68	58
100507551	4/9/2014	29	Actual	3214	111	47
100507551	3/11/2014	31	Actual	4797	155	28
100507551	2/10/2014	29	Actual	5007	173	24
100507551	1/10/2014	33	Actual	4976	151	29
100507551	12/9/2013	32	Actual	3438	107	38
100507551	11/6/2013	29	Actual	2039	70	51
100507551	10/8/2013	31	Actual	1270	41	66
100507551	9/9/2013	17	Actual	498	29	71





October 17, 2014

Larry Peterson
3944 Roosevelt Blvd
Middletown, OH 45044

Re: Larry Peterson vs. Duke Energy Ohio, Inc.
PUCO # 14-0744-EL-CSS

Dear Mr. Peterson,

This letter is in response to the settlement phone conference with the PUCO on October 6, 2014. As promised from our conversation that day, I have prepared two account summary statements, one for the garage account and for your apartment account. The account statements provide details regarding the electric charges and payments from your Duke Energy Ohio, Inc. account.

As you review both statements, you will notice that I highlighted the three payments that were made on the garage account, totaling \$351.01. All three of those payments were transferred to your apartment account on January 13, 2014. As you know, the billing for the garage account ended in your name effective January 21, 2014. Duke Energy Ohio, Inc. cancelled all the electric charges for the garage account. You have not paid for any electric charges for the garage account.

The apartment account summary details all your electric charges and payments received on that account. I also highlighted the three payments that transferred from the garage account to your apartment account. The account summary statement clearly shows all dates of bills prepared, payments received and the total account balance owed for your apartment account.

The information included for both account statements contain all accurate information regarding your payment history, billed electric usage, payment transfers and budget billing account balances. For your reference, I have also included all billing statements from the garage and apartment account.

I hope this letter and account statements help you understand more clearly the billing for your account. Please feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Melissa Coffman".

Melissa Coffman

Consumer Affairs Specialist
Duke Energy
Office 317-838-4143



BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Complaint
of Larry W. Peterson

Complainant

v.

Duke Energy Ohio, Inc.

Respondent

Case No. 14-0744-EL-CSS

DIRECT TESTIMONY OF

MELISSA COFFMAN

ON BEHALF OF

DUKE ENERGY OHIO, INC.

Dated: May 14, 2015

Robert A. McMahon (0064319)
Eberly McMahon Copetas LLC
2321 Kemper Lane, Suite 100
Cincinnati, OH 45206
513-533-3441
513-533-3554 Fax
bmcmahon@emclawyers.com
Attorney for Respondent,
Duke Energy Ohio, Inc.

TABLE OF CONTENTS

<u>DESCRIPTION OF TESTIMONY</u>	<u>TESTIMONY PAGES</u>
I. INTRODUCTION	1
II. PURPOSE OF TESTIMONY	3
III. DISCUSSION.....	3
IV. CONCLUSION	18

ATTACHMENTS (Exhibits):

- MC-1 Monthly statements for Larry Peterson's Account No. 0530-0272-40-3 at 3944 Roosevelt Blvd., Middletown, OH 45044 for usage from August 20, 2013, through December 8, 2014
- MC-2 Monthly statements for Larry Peterson's Account No. 9430-02702-25-2 at 3944 Roosevelt Blvd., Middletown, OH 45044 for usage from September 5, 2013, through January 9, 2014
- MC-3 Account Note Inquiry (account notes) for Account No. 9430-02702-25-2
- MC-4 Summary statement of Larry Peterson's Account No. 0530-0272-40-3 from August 15, 2013, through October 30, 2014
- MC-5 Summary statement of Larry Peterson's Account No. 9430-02702-25-2 from September 3, 2013, through January 21, 2014
- MC-6 Electric usage charge for Larry Peterson's Account No. 0530-0272-40-3 from September 6, 2013, through May 8, 2014
- MC-7 Usage Detail spreadsheet for Larry Peterson's Account No. 0530-0272-403 from September 9, 2013, through May 11, 2015
- MC-8 Duke Energy's letter to Larry Peterson dated October 17, 2014

I. INTRODUCTION

1 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2 A. My name is Melissa Coffman, and my business address is 1000 E. Main St.,
3 Plainfield, Indiana 46168.

4 **Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?**

5 A. I am employed by Duke Energy Shared Services, Inc., as Consumer Affairs
6 Specialist.

7 **Q. PLEASE DESCRIBE YOUR PROFESSIONAL BACKGROUND.**

8 A. I began working for Duke Energy on March 12, 2007, as a Customer Service
9 Representative. In that role, I provided support to customer inquiries such as
10 billing inquiries, order requests and troubleshooting. In June 2008 I transitioned
11 to the role of Customer Service Team Lead and assumed additional
12 responsibilities for training, coaching and providing leadership to new and
13 existing team members. I continued in that role until November 1, 2010, when I
14 joined the Consumer Affairs Department at Duke Energy. In my present role as
15 Consumer Affairs Specialist, I am responsible for communication, coordination
16 and resolution of escalated customer complaints received by Ohio, Kentucky and
17 Indiana state utility commissions, as well as responding to customer complaints
18 received by various departments within Duke Energy, including Corporate
19 Communications, Legal, Company Executive Offices and Government Affairs, as
20 well as the Better Business Bureau.

21

1 As previously mentioned, I work with the Commission as a liaison for
2 specific customer requests, as well both informal and formal complaints. I have a
3 working knowledge of all existing Duke Energy Ohio, Inc. (DE-Ohio) tariffs,
4 programs and policies and communicate this information to customers on a
5 frequent basis. I also interact with gas and electric operating departments, meter
6 reading and various other departments on a daily basis, for many reasons,
7 including responding to and attempting to resolve customer complaints.

8 I have developed extensive experience regarding DE-Ohio's tariffs,
9 regulatory rules and procedures relating to its business and its credit and
10 collection procedures. This experience includes the following topics:

- 11 • Rates and billing issues and disputes
- 12 • Service Orders
- 13 • Energy usage and energy audits
- 14 • Power quality issues
- 15 • Consumer education
- 16 • Customer contracts issues

17 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THIS COMMISSION?**

18 A. Yes. On December 9, 2014, I testified during a formal hearing before the Public
19 Utilities Commission of Ohio in connection with a complaint brought by a
20 consumer who alleged, among other things, that DE-Ohio had improperly
21 transferred another customer's unpaid utility bills to her account and had not
22 given her credit for certain payments. The Commission ruled in favor of DE-
23 Ohio in that case based in large part on my testimony and knowledge about that

1 customer's account, DE-Ohio's tariffs, and the manner in which DE-Ohio bills its
2 customers for gas and electric usage, applies payments, and follows the
3 appropriate rules and regulations relating to the disconnection of services for non-
4 payment. My testimony has not been required in a number of other cases,
5 although I have routinely interacted on multiple occasions with the Public
6 Utilities Commission of Ohio, attended or participated in settlement conferences
7 on behalf of DE-Ohio, and also handled informal complaint cases.

8
9 **II. PURPOSE OF TESTIMONY**

10 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS**
11 **PROCEEDING?**

12 A. The purpose of my testimony is to respond to the allegations contained in the
13 complaint filed by Larry Peterson (Mr. Peterson) and to provide accurate
14 information regarding that complaint, including but not limited to: billing,
15 payments, account history for the two gas and electric accounts that have been in
16 Mr. Peterson's name at 3944 Roosevelt Blvd., Middletown, Ohio 45044 (the
17 "Property"), and information maintained within DE-Ohio's business records
18 regarding those accounts.

19 **III. DISCUSSION**

20 **Q. ARE YOU FAMILIAR WITH THE COMPLAINT FILED BY MR.**
21 **PETERSON?**

22 A. Yes.

1 **Q. PLEASE BRIEFLY SUMMARIZE YOUR UNDERSTANDING OF MR.**
2 **PETERSON'S COMPLAINT.**

3 A. Actually, let me start with the events leading up to Mr. Peterson's filing of the
4 informal complaint on or about February 6, 2014, and the formal complaint on
5 April 21, 2014. It is important to highlight the fact that DE-Ohio had already
6 fully fixed the issues long before Mr. Peterson filed any complaint against DE-
7 Ohio. In fact, when Mr. Peterson brought this matter to our attention on January
8 13, 2014, DE-Ohio immediately transferred the account for the garage at the
9 Property—which should not have been put into Mr. Peterson's name—into the
10 name of the property manager. DE-Ohio also transferred all of Mr. Peterson's
11 payments for the incorrect account to the account where he lives and restored
12 service to his residential account. Again, all of that happened on January 13,
13 2014, nearly one month before Mr. Peterson filed the informal complaint and
14 more than three months before he filed the formal Complaint for which we are
15 now at a hearing.

16 **Q. OK, LET'S START WITH THE EVENTS WHICH LED MR. PETERSON**
17 **TO BRING THE MATTER TO DE-OHIO'S ATTENTION ON JANUARY**
18 **13, 2014.**

19 A. DE-Ohio's business records indicate that, on August 15, 2013, Mr. Peterson first
20 called DE-Ohio to obtain new service at the Property. The Property is known as
21 and owned by Shady Creek Apartments. DE-Ohio assigned account number
22 0530-0272-403 (the "Apartment Account") to Mr. Peterson, and he began service
23 on August 20, 2013. The Apartment Account had one electric meter assigned to

1 Mr. Peterson. I am not certain why but less than two weeks later, on September
2 3, 2013, Mr. Peterson again contacted DE-Ohio and advised the Customer Service
3 representative that he needed to begin service at 3944 Roosevelt Boulevard. The
4 Customer Service representative did not notice that Mr. Peterson already had the
5 Apartment Account in his name at the Property, most likely because Mr. Peterson
6 indicated that he needed to "*begin* service." Therefore, DE-Ohio's Customer
7 Service representative found another account at the Property, which then was not
8 in Mr. Peterson's name and was listed within the company's records as the
9 "Garage," and placed it in Mr. Peterson's name effective September 5, 2013. DE-
10 Ohio assigned account number 9430-0272-252 (the "Garage Account") to that
11 account in Mr. Peterson's name. From that point forward DE-Ohio mailed all
12 monthly statements for both the Apartment Account and Garage Account to Mr.
13 Peterson at the Property. Attached as Exhibit MC-1 are copies of DE-Ohio's
14 monthly statements for the Apartment Account for usage from August 20, 2013,
15 through December 8, 2014. Attached as Exhibit MC-2 are copies of DE-Ohio's
16 monthly statements for the Garage Account for usage from September 5, 2013,
17 through January 9, 2014.

18 **Q. WELL, IF THE COMPANY WAS SENDING BILLS FOR TWO**
19 **ACCOUNTS TO MR. PETERSON, WASN'T THE PROBLEM**
20 **DISCOVERED AND FIXED QUICKLY?**

21 **A.** No. The information within DE-Ohio's billing system reflects that Mr. Peterson
22 called the company on November 21, 2013, to inquire about a payment of \$117
23 which supposedly had not yet cleared his bank. That call was entered into the

1 account notes for the Garage Account. Mr. Peterson was told that the payment
2 had posted to his account (meaning, the Garage Account) on November 1, 2013.
3 The account notes for the Garage Account reflect that Mr. Peterson called back on
4 November 25, 2013, with a general billing and/or balance inquiry. Attached
5 hereto as Exhibit MC-3 are copies of the Garage Account notes within DE-Ohio's
6 business records relating to those telephone calls. I now suspect that Mr. Peterson
7 likely was calling DE-Ohio in connection with his Apartment Account and did not
8 yet realize that the Garage Account also was being billed to him as a result of his
9 call for new service on September 3, 2013, even though by then he would have
10 received separate statements from DE-Ohio with respect to both accounts.

11 **Q. WHAT HAPPENED NEXT?**

12 A. Of course, we did not know this at the time but, based on my subsequent review
13 of DE-Ohio's account, billing and payment records for both the Apartment
14 Account and Garage Account, I learned that payments made by Mr. Peterson to
15 DE-Ohio on November 1, 2013, December 2, 2013 and January 6, 2014 were
16 applied to the Garage Account instead of the Apartment Account.

17 **Q. IF MR. PETERSON'S PAYMENTS WERE NOT BEING APPLIED TO**
18 **HIS APARTMENT ACCOUNT, WAS THAT ACCOUNT SUBJECT TO**
19 **DISCONNECTION FOR NON-PAYMENT BY DE-OHIO?**

20 A. Unfortunately that is exactly what happened. But, it is important to mention that
21 DE-Ohio gave all required notices to Mr. Peterson that the Apartment Account
22 was subject to disconnection for non-payment before the company disconnected
23 his electric service. Those disconnection notices are reflected in the following

1 documents within Exhibit MC-1: the monthly statements for the Apartment
2 Account which DE-Ohio prepared on November 6, 2013, December 9, 2013, and
3 January 10, 2014. Until Mr. Peterson called DE-Ohio on January 13, 2014, DE-
4 Ohio still did not know about the problem with two accounts in Mr. Peterson's
5 name.

6 **Q. WHEN DID DE-OHIO LEARN OF THE PROBLEM?**

7 A. Mr. Peterson contacted the company on January 13, 2014, once his electric for the
8 Apartment Account was disconnected for non-payment.

9 **Q. WHAT HAPPENED?**

10 A. Mr. Peterson's phone call set off a flurry of activity which ultimately led to the
11 identification and resolution of the problem. To summarize fairly quickly, DE-
12 Ohio realized that Mr. Peterson was being billed in error for the Garage Account;
13 the company identified three payments which Mr. Peterson had made to DE-Ohio
14 for his Apartment Account but which DE-Ohio had applied to the Garage
15 Account in his name; DE-Ohio transferred Mr. Peterson's three payments from
16 the Garage Account to his Apartment Account, thereby giving him full credit for
17 all payments on his residential account; the company restored service to the
18 Apartment Account; and the Garage Account was transferred out of Mr.
19 Peterson's name and into the name of the owner of the Property. And to be clear:
20 DE-Ohio restored electric service to the Apartment Account on January 13, 2014,
21 the same day on which Mr. Peterson called us and brought this matter to the
22 company's attention.

1 **Q. NOW THAT YOU'VE SUMMARIZED WHAT HAPPENED, LET'S GO**
2 **THROUGH DOCUMENTS TO SUPPORT THAT TESTIMONY.**

3 A. Ok. I will start with Exhibits MC-4 and MC-5. Exhibit MC-4 reflects the entire
4 history of the Apartment Account from August 15, 2013, when Mr. Peterson
5 called DE-Ohio to establish service in his name, through October 30, 2014.
6 Similarly, Exhibit MC-5 reflects the entire history of the Garage Account from
7 September 3, 2013, when Mr. Peterson called DE-Ohio the second time to get
8 service in his name, through January 21, 2014. If you look at Exhibit MC-5, you
9 will see chronological entries for the following payments which Mr. Peterson
10 made to DE-Ohio and which were applied to the Garage Account: \$117.00 on
11 11/1/2013; \$108.27 on 12/2/2013; and \$125.74 on 1/6/2014. Now, if you look
12 slightly higher on Exhibit MC-5 at the three entries on 1/13/2013, you will see
13 that DE-Ohio transferred all three of those payments from the Garage Account to
14 the Apartment Account.

15 **Q. AT SOME POINT WASN'T THERE A SUGGESTION BY MR.**
16 **PETERSON THAT DE-OHIO HAD NOT PROPERLY APPLIED THE**
17 **SECURITY DEPOSIT WHICH THE COMPANY CHARGED HIM ON**
18 **THE GARAGE ACCOUNT?**

19 A. Yes.

20 **Q. PLEASE EXPLAIN WHAT HAPPENED IN THAT REGARD.**

21 A. As you can see on Exhibit MC-5, Mr. Peterson originally was charged a security
22 deposit of \$165.00 when he called for new service at the Property and service to
23 the Garage Account was established in his name effective September 5, 2013.

1 Thereafter, that security deposit was broken down into a payment plan of \$55.00
2 per month for three months. The three payments made by Mr. Peterson and
3 applied to the Garage Account included payments for both the monthly portion of
4 the security deposit payment and electric usage on the Garage Account.

5 Therefore, when those three payments were transferred from the Garage Account
6 to the Apartment Account, Mr. Peterson's payment of the security deposit of
7 \$165.00 for the Garage Account was applied toward his usage on the Apartment
8 Account, thereby giving him full credit for that payment. I reconfirmed these
9 facts in connection with Mr. Peterson's informal complaint and fully explained at
10 that time that Mr. Peterson was not entitled to a refund of the security deposit on
11 the Garage Account because those funds had been applied toward his electric
12 usage and bills on the Apartment Account.

13 **Q. ARE THESE PAYMENTS AND TRANSFERS ALSO REFLECTED IN DE-**
14 **OHIO'S MONTHLY UTILITY BILLS TO MR. PETERSON?**

15 A. Yes. Please look at Exhibit MC-4 and, in particular, the bill prepared by DE-Ohio
16 on January 13, 2014. In the "Current Billing" box in the bottom one-half of the
17 first page of that bill you can see that DE-Ohio listed each of the three payments
18 of \$117.00, \$108.27 and \$125.74 as a "Payment Correction" on the Apartment
19 Account. Those payment corrections further reflect that DE-Ohio transferred all
20 three of those payments to the Apartment Account where Mr. Peterson lives.
21 Again, those transfers took place on January 13, 2014, when Mr. Peterson called
22 DE-Ohio and first brought this matter to the company's attention.

1 **Q. DID DE-OHIO PROVIDE INFORMATION OR DOCUMENTS TO MR.**
2 **PETERSON TO SHOW HIM THAT HIS PAYMENTS HAD BEEN**
3 **PROPERLY APPLIED TO THE APARTMENT ACCOUNT?**

4 A. Yes, on multiple occasions.

5 **Q. PLEASE EXPLAIN.**

6 A. The Customer Service representative first explained these events during the phone
7 call on January 13, 2014. The entire process would have been reviewed with Mr.
8 Peterson as the error was discovered, the payments were transferred from the
9 Garage Account to the Apartment Account, and DE-Ohio restored Mr. Peterson's
10 electric service at the Apartment Account. Essentially this is how and why the
11 company was able to restore the service so quickly and without Mr. Peterson
12 having to make any additional payments on the Apartment Account. As
13 mentioned, the transferred payments were reflected in DE-Ohio's statement to
14 Mr. Peterson, which he received shortly after January 13, 2014. Mr. Peterson
15 subsequently spoke with another Consumer Affairs Specialist (Alicia Jones) on
16 January 21, 2014, at which time Ms. Jones again advised Mr. Peterson that he was
17 mistakenly billed for the Garage Account, which had been corrected, and offered
18 him payment arrangements for the unpaid balance due and owing on the
19 Apartment Account. DE-Ohio's business records for the Apartment Account
20 show that, after Mr. Peterson contacted DE-Ohio on January 28, 2014, with
21 questions about his bill for the Apartment Account, the Customer Service
22 representative mailed him a detailed account and billing statement for the
23 Apartment Account.

1 **Q. SINCE WE ARE HERE WE KNOW THE MATTER WAS NOT**
2 **RESOLVED. WHAT HAPPENED NEXT?**

3 A. DE-Ohio's records show that Mr. Peterson called DE-Ohio on February 4, 2014,
4 and spoke with Victoria King on DE-Ohio's PUCO Hotline. Ms. King explained
5 to Mr. Peterson that he was no longer paying for the Garage Account, and that his
6 outstanding balance on the Apartment Account was \$180.64. Ms. King further
7 explained that she could set up a six-month payment plan at \$31 per month and
8 place Mr. Peterson on Budget Billing at \$166 per month for the Apartment
9 Account, which Mr. Peterson accepted. The payment plan and Budget Billing are
10 reflected in the monthly statements for the Apartment Account which DE-Ohio
11 prepared on and after February 13, 2014 (see Exhibit MC-1), as well as entries
12 within Exhibit MC-4.

13 **Q. SO, AFTER MR. PETERSON AGREED TO PAY THE BALANCE DUE**
14 **OVER SIX MONTHS AND FURTHER AGREED TO GO ON BUDGET**
15 **BILLING, WHY DID HE KEEP COMPLAINING? AND ABOUT WHAT?**

16 A. I honestly do not know. Within three days of that agreement, Mr. Peterson filed
17 his informal complaint with the Commission on February 6, 2014. By then Mr.
18 Peterson, for the first time ever, started questioning the usage which DE-Ohio had
19 billed on the Apartment Account and apparently mentioned to the Commission
20 that he thought he was being billed for a master meter at this apartment complex.

21 **Q. WHAT DID DE-OHIO DO IN RESPONSE TO MR. PETERSON'S**
22 **INFORMAL COMPLAINT?**

1 A. The company investigated his allegations and found no basis for them
2 whatsoever. DE-Ohio's records reflect that the Apartment Account has had an
3 AMI meter since DE-Ohio installed it on November 13, 2012. Once an AMI
4 meter is installed, DE-Ohio generally takes 2-3 months of actual reads to confirm
5 that a new AMI meter is functioning properly. Thereafter, an AMI meters gets
6 certified by DE-Ohio. DE-Ohio's records reflect that the AMI meter at the
7 Apartment Account was certified by early 2013, months before Mr. Peterson
8 applied for service at that account. Therefore, DE-Ohio has obtained actual,
9 accurate reads on that AMI matter since Mr. Peterson established service on the
10 Apartment Account. DE-Ohio also confirmed on May 12, 2014, that Mr.
11 Peterson never has been billed for a master meter on the Apartment Account and
12 that the AMI meter for the Apartment Account serves only that residential unit
13 and nothing else. With respect to the company's response to Mr. Peterson's
14 informal complaint, DE-Ohio sent documents and information to the Commission
15 to explain in detail all of the events relating to the Garage Account and Apartment
16 Account to which I previously testified, and the Commission shared that
17 information with Mr. Peterson.

18 **Q. OK, WE ARE NOW AT THE POINT THAT MR. PETERSON FILED HIS**
19 **FORMAL COMPLAINT IN THIS CASE. ARE YOU FAMILIAR WITH**
20 **THAT COMPLAINT?**

21 A. Yes. In his Complaint Mr. Peterson identifies three claims but really only asserts
22 two claims: (1) DE-Ohio billed him for a different part of the building, meaning
23 the Garage Account; (2) Mr. Peterson appears to question the electric usage on his

1 Apartment Account; and (3) he repeats the claim that DE-Ohio was charging him
2 for the garage when he only lives in the upstairs apartment.

3 **Q. WHAT IS DE-OHIO'S RESPONSE TO THE FIRST AND THIRD CLAIM**
4 **RAISED BY MR. PETERSON IN CONNECTION WITH THE GARAGE**
5 **ACCOUNT AND HIS ALLEGATION THAT THE COMPANY DOUBLE-**
6 **BILLED HIM FOR THAT ACCOUNT?**

7 A. As I've already explained, DE-Ohio first learned of that issue on January 13,
8 2014, and immediately fixed it that same day. I cannot explain why Mr. Peterson
9 called for service at the Property on August 15, 2013, and then called back again
10 for service at the Property on September 3, 2013, even though he already had
11 service on the Apartment Account effective August 20, 2013. The company's
12 records clearly show that Mr. Peterson's second call for service at the same
13 Property is what lead the parties down the path whereby the Garage Account was
14 placed in Mr. Peterson's name as of September 5, 2013, and neither Mr. Peterson
15 nor DE-Ohio discovered the issue until January 13, 2014. That issue was fully
16 resolved more than three months before Mr. Peterson filed his formal Complaint
17 on April 21, 2014.

18 **Q. OK, WE ARE NOW AT THE POINT THAT MR. PETERSON FILED HIS**
19 **FORMAL COMPLAINT IN THIS CASE. ARE YOU FAMILIAR WITH**
20 **THAT COMPLAINT?**

21 A. Yes.

22 **Q. WHAT ABOUT THE SECOND ISSUE RAISED BY MR. PETERSON IN**
23 **HIS COMPLAINT?**

1 A. It is somewhat difficult to respond because the allegation of Mr. Peterson's
2 Complaint is so unclear and he has never explained how or why DE-Ohio's
3 monthly statements on the Apartment Account were supposedly inaccurate, how
4 his actual usage of electricity differed (if at all) from the amount billed by DE-
5 Ohio, what period of time he may have been overcharged by DE-Ohio for his
6 usage of electricity, and whether the AMI meter for the Apartment Account is
7 somehow defective. DE-Ohio has no reason whatsoever to believe that the AMI
8 meter for the Apartment Account is defective in some manner.

9 **Q. IS THAT POSITION ALSO SUPPORTED BY THE HISTORY OF MR.**
10 **PETERSON'S USAGE OF ELECTRICITY ON THE APARTMENT**
11 **ACCOUNT?**

12 A. Yes. Please look at Exhibit MC-6. That document is a form letter which DE-
13 Ohio's system generates when a customer has questions about usage on their
14 account. In this instance I caused the document to be created in preparation for
15 my testimony in this case so that DE-Ohio could demonstrate the consistent
16 history of Mr. Peterson's usage of electricity since he established service at the
17 Apartment Account in August 2013. As you can see on Exhibit MC-6, there are
18 not sharp derivations of electricity usage on the Apartment Account in or about
19 January 2014 through April 2014, which appears to be the period in question in
20 Mr. Peterson's Complaint. The absence of a spike in usage during those months
21 indicates that the AMI meter at the Apartment Account continued to operate
22 properly before, during and since that time period. And, since the AMI meter has
23 consistently provided reads for the Apartment Account, the usage numbers

1 reflected in Exhibits MC-3 and MC-6 are legitimate, actual numbers, not
2 estimates. Therefore, this is not a case in which a customer had higher than usual
3 estimated bills during a period in question which were reconciled later once DE-
4 Ohio obtained actual reads of the meter. Here, DE-Ohio has billed Mr. Peterson
5 every month on the Apartment Account for his actual usage of electricity as
6 confirmed by the properly functioning AMI meter.

7 **Q. WHAT IN YOUR OPINION IS BEHIND MR. PETERSON'S COMPLAINT**
8 **ABOUT THE BILLED USAGE FROM JANUARY THROUGH APRIL**
9 **2014?**

10 A. Based on my experience in dealing with customer complaints and working at DE-
11 Ohio as a Consumer Affairs Specialist, I believe Mr. Peterson failed to take into
12 consideration the significantly colder weather during January through April 2014
13 and further failed to adjust the thermostat on his heat source and other usage
14 during that time period. If you recall, January through March 2014 was extremely
15 cold. Attached as Exhibit MC-7 is a spreadsheet which identifies the AMI meter
16 at the Apartment Account, the bill date, the electricity usage, the daily average for
17 electricity usage during the period in question, and the average daily temperature.
18 I generated this spreadsheet from information maintained within DE-Ohio's
19 business records. As you can see, Mr. Peterson's average daily usage of
20 electricity during January, February and March 2014 (which usage was billed
21 early the following months) was far higher than his usage during comparable
22 periods in 2015. Information from the internet supports DE-Ohio's records,
23 including <https://weatherspark.com/history/30785/2014/Cincinnati-Ohio-United->

1 States. That site indicates that January 2014 was the coldest month of the entire
2 year, with an average daily low temperature of 14°F compared to a normal
3 average low temperature of 24°F. That is a significant difference. February and
4 March 2014 were not much better: between February 6-12, 2014, the
5 temperatures were below freezing for seven consecutive days, and there were
6 sixteen consecutive days with cooler than average low temperatures from
7 February 24 to March 11, 2014. Therefore, the fact that Mr. Peterson used more
8 electricity for the periods ending with the meter read dates in January, February
9 and March 2014, as compared to the comparable months in 2015, is not remotely
10 surprising. I would expect nothing else.

11 **Q. SO, ARE YOU AWARE OF ANY EVIDENCE WHICH SUPPORTS A**
12 **CLAIM OF SOME KIND BY MR. PETERSON THAT HIS APARTMENT**
13 **ACCOUNT WAS NOT BILLED CORRECTLY FOR HIS USAGE OF**
14 **ELECTRICITY DURING THE FIRST FOUR MONTHS OF 2014, OR**
15 **DURING ANY TIME PERIOD FOR THAT MATTER?**

16 A. None whatsoever.

17 **Q. SINCE MR. PETERSON FILED HIS FORMAL COMPLAINT IN THIS**
18 **CASE DID YOU HAVE ANY ADDITIONAL COMMUNICATIONS WITH**
19 **HIM ABOUT HIS CLAIM OR TO OTHERWISE EXPLAIN DE-OHIO'S**
20 **POSITION?**

21 A. Yes.

22 **Q. WHEN?**

1 A. I participated in a settlement conference over the course of two or three
2 conference calls with an attorney examiner, Mr. Peterson, and DE-Ohio's
3 attorney. I will not go into detail on what was discussed during those calls
4 because they are confidential. However, after the call on October 6, 2014, I sent
5 the letter attached hereto as Exhibit MC-8 to Mr. Peterson along with copies of
6 the account summary statements for both the Apartment Account and Garage
7 Account, which are marked as Exhibits MC-4 and MC-5, respectively. As you
8 can see in that letter, I explained in writing how Mr. Peterson's payments initially
9 were applied to the Garage Account and then were transferred immediately to the
10 Apartment Account as soon as he brought this matter to DE-Ohio's attention on
11 January 13, 2014.

12 **Q. WHAT, IF ANYTHING, HAPPENED AFTER YOU SENT THAT LETTER**
13 **AND ENCLOSURES TO MR. PETERSON?**

14 A. Pretty much nothing. At one point Mr. Peterson faxed some bank records to us,
15 but I'm not sure why. I carefully reviewed those records and reconciled every
16 payment that he made to DE-Ohio with the information maintained within DE-
17 Ohio's records, including the various monthly statements and account summary
18 statements that I've previously discussed today. I did not find anything in Mr.
19 Peterson's documents. Plus, I am not aware of any claim by Mr. Peterson that
20 DE-Ohio has not given him credit for some amount of money which he has paid
21 to the company. To the extent he is now making that claim, the banking record
22 which he faxed to us do not support that claim because I was able to reconcile

1 every payment with information contained within DE-Ohio's records for both the
2 Garage Account and Apartment Account.

3 **Q. ARE YOU CONFIDENT THAT DE-OHIO COMPLIED WITH ITS FILED**
4 **TARIFFS AND OTHER RULES AND REGULATIONS OF THE**
5 **COMMISSION WITH RESPECT TO LARRY PETERSON AND HIS**
6 **ACCOUNT AT THE PROPERTY?**

7 A. Absolutely. I think that another colleague and I now have reviewed and re-
8 reviewed Mr. Peterson's entire account history multiple times since Mr. Peterson
9 first raised these issues in his informal complaint to the Commission and then
10 filed his formal Complaint in this case. We also have provided Mr. Peterson with
11 detailed account histories for both the Garage Account and Apartment Account on
12 more than one occasion since January 2014. To date I have never seen a shred of
13 evidence relating to or supporting Mr. Peterson's claims. In fact, all of the
14 evidence proves otherwise.

15 **Q. DO YOU HAVE ANYTHING FURTHER TO ADD?**

16 A. Not at this time, although I reserve the right to supplement this written testimony
17 based on evidence produced at the hearing, whether by Larry Peterson, any of his
18 witnesses or DE-Ohio.

19 **IV. CONCLUSION**

20 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

21 A. Yes

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing was served via regular US Mail, postage prepaid, on this 14th day of May, 2015, upon the following:

Larry W. Peterson
3944 Roosevelt Blvd.
Middletown, OH 45044