

Formal Complaint Form

Bonnie K. Bishop
Customer Name (Please Print)

11316 Marlette Drive
Customer Address

Cincinnati, Ohio 45249
City State Zip

Against

2790-0179-22-2
Account Number

Same
Customer Service Address (if different from above)

Duke Energy
Utility Company Name

Same
City State Zip

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

My complaint is typed with the supporting documents attached. I have provided two copies as requested and additionally my schedule.

RECEIVED-DOCKETING DIV

2015 JUL 13 PM 12:40

PUCO

Bonnie Bishop
Signature

1-573-469-0445
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician Arn Date Processed 7/13/15
Updated March 16, 2015
(614) 466-3016
www.PUCO.ohio.gov

TO: PUCO
FROM: Bonnie Bishop
DATE: July 10, 2015
RE: Scheduling

At this time I am providing a schedule of my commitments and appointments that are already on my calendar. I hope this would be helpful. On the following dates I have appointments, events, commitments already on my calendar.

July 17, 21, 24, 28

August 1, 3, 18, 19, 24

September 10, 11, 14, 15, 16, 17, 18, 21

October 15

Since I am not familiar with Columbus and am 68 years old I will need time to get to Columbus. I would appreciate any meeting with Duke Energy to begin no earlier than ten o'clock if that could be arranged. I thank you for your consideration.

COMPLAINT: of Bonnie K. Bishop
ADDRESS: 11316 Marlette Drive
Cincinnati, Ohio 45249
PHONE NUMBER: 1-513-469-0445
ACCOUNT NUMBER: 2790-0179-22-2

I am the homeowner and have been a customer of Duke Energy (at the above address) for
Approximately 13 years.

COMPLAINT: against Duke Energy

This complaint concerns Duke Energy surging my home once to twice a day for a period of five weeks starting around December. The voltage spikes were higher and longer in length and made a ZZZZZZZZZZs Sound as the lights changed in brightness. I continually called Duke Energy with my concerns and I felt as though I was basically ignored. They failed to diagnose the problem, did not solve the issue within the 10 day time frame and never ever provided an every five day status report. Because I was in fear for my very safety I had to hire outside electric testing companies which resulted in \$2,241.00 expense and the diagnosis was that Duke Energy was continuously surging my home which caused the circuit boards of my appliances and heating system to burn up. When Duke heard the diagnosis they did their own quality meter testing and acknowledged the continuous surging (attached printouts) as well as the times and dates that I gave them for when I heard the ZZZZZZZ sound were accurate and matched their testing results. I have not received quality, safe, and adequate service. The surges caused my furnace to fail in the coldest of weather. Duke Energy should have shown care and diligence in the diagnosis, they were negligent in their duty. I have had various appliances fail and have been told my other appliances will have a shortened lifespan.

What I Would Like The Commission To Do:

I have attached a damages listing in my narrative that details the cost to replacement. There are also the reports of the electrical companies and heating company. Duke said that I should file for damages through Strikestop and Sedgewick which I promptly did. Strikestop wanted Duke to pay half but Duke's Sedgewick Claims denied they have any responsibility. Strikestop did pay only \$1,500 which is the maximum they could pay per incident. However, there were five weeks of incidents. I would like my damage listing sheet (have receipts) paid. I also need monetary consideration for the refrigerator, dish washer, dryer, TV, and air conditioner. I was told that these rather new appliances will also have a much shorter lifespan due to the strength, length, and time frame of the surges.

As an Ohio consumer I allege that Duke Energy has not provided **quality, safe and reliable electric services** to my home at 11316 Marlette Drive. I further allege that my rights have been ignored while I have demonstrated responsibility as the consumer in contrast to Duke Energy who has not taken responsibility for their actions, but in fact have been negligent in regards to my safety as well as the destruction of numerous appliances due to their once to twice a day high powered electrical surges to my home. For approximately five weeks Duke Energy had surged my home between one to two times a day, with the surges being more powerful and longer in length than a surge should have ever been. The damages have been into the thousands of dollars. Duke feels that they could not have foreseen or expected the surges. However, B. Bishop called them **continuously** during the five weeks, because she was hearing a loud ZZZZZZZZZZZZZZ sound as the lights would change in brightness, and she was in fear that her home could possibly burn down. According to PUCO online guidelines "**The company is required to investigate every customer complaint received and the complaint should be resolved within 10 business days. If the company is unable to resolve your complaint within 10 business days, they must provide you with a status report every five business days following the initial period. If your complaint is not resolved to your satisfaction, ask to speak to a supervisor. If this still does not help, contact PUCO and request a complaint.**" Duke not only did not resolve the issue within ten business days but they also never provided the every five day status report. Because Duke could not or would not find the daily problem outside electric companies had to diagnose what was causing these continual issues.

Because of B Bishops numerous calls to Duke, with a few visits to her home by Duke technicians provided no relief, B. Bishop was forced to first hire Cooper Electric to examine everything electric in the kitchen and family room which generated a \$357 bill on January 13, 2015. The examination provided that the problem was not in any outlet, light fixture in either the family room, kitchen, or laundry room where the problem was first noted. On January 22, 2015 B. Bishop had to hire Bertke Electric. Bertke Electrical and Testing Services did a one and a half day electrical testing by two electricians which cost \$1882.00. This testing consisted of ground wire and wire resistant testing, GFCI outdoor testing, light fixture testing, electrical panel testing, neutral wire testing, voltage testing, light switch testing, receptacle outlet testing, and ceiling fan testing. The electrical inspectors used infrared imaging (which could detect heat or loose connections), ultrasonic testing (looks for arcing and loose connections), and metering (which looks for millivolt drops) also if there could be any bad breakers. My entire home checked out as normal, nothing in the home was the cause. Bertke then attached a quality meter to the inside electrical panel which confirmed this was a Duke external issue. The Bertke Electric computer print outs (attached) proved that Duke Energy was electrically surging my home once to twice a day with electric surges that were very high and long lasting. The Bertke report stated **that customer has had multiple surges caused by Duke Energy power provider. She has lost multiple appliances due to the surges.**

I was relieved to know the problem but confused at this diagnosis because several years ago I had paid approximately \$138 dollars to have Duke install a surge meter on the outside of my home. They had sent a flyer offering surge protection, I had previously never had any surges. I have been charged approximately \$4.70 monthly for this service for several years. I called Duke and told them what the Bertke report said and my appliances have been failing because for all these weeks they have been surged several times a day. Duke said they wanted to put their own meter on the outside of my home to check. When Mr. McMahon (Duke representative) removed the quality meter and ran off the computer print- out, it showed the same result as Bertke Electric that one to two times a day my home was being

surged with a high powered voltage for a sustained period of time. Previously I had provided Duke with the time and date when I heard the ZZZZZZZZZZ sound and the lights when up and down in brightness. When Bertke did their testing and Duke completed their testing, Kelly McMahan said the times you have provided for when you heard the ZZZZZZZZZZ are almost exactly as you said on our computer print-out. You will note that on Duke's sheet they wrote when I said I heard the ZZZZZZZZZZ of the surge occurred and what their results were. I had been telling them for five weeks this was happening and their actions showed they did not take these issues seriously. At my kitchen table, as Mr. McMahan reviewed the information with Duke Engineer Mike Simms via teleconference they felt a capacitor by a church was the issue. There also was some talk that some facility had requested extra power but that project was over. I also explained that some wiring work had been done by Duke and the work stopped right to the left side of my house.

I now felt that we know why I am hearing these ZZZZZZZZZZZZZZZZ (like sizzling wire sound) and why the lights are changing, and why the appliances are failing (burnt circuit boards). I had been very proactive calling Duke continually (because I was scared) when they couldn't find a cause I was proactive to have my home tested. I even had Duke install a surge protector years ago. Whatever Duke did from around that time it appeared to slow down the surges so I didn't notice them anymore. I then inquired of various Duke representatives, "What is the procedure to be reimbursed for my appliances?" Because I am approximately 68 years old my appliances were rather new. I had bought them in retirement so they would hopefully carry me through my retirement years. Now I was in a crisis- upright Amana freezer with food ruined. A GE self- cleaning oven a little over a year old not working, a three year old Whirlpool Cabriole wash machine gone, my computer system gone, etc. I had just paid out a total of \$2,239.00 to two electric companies when Duke themselves could have and should have found what was causing the issue by attaching the quality meter to my electric meter. Now I was faced with all these ruined appliance issues. Duke's first suggestion was contact Strikestop of Clearwater Florida who attached your surge meter. I called them and they said it would be seven to ten days to receive the paperwork. As the consumer I had to provide proof of the model number, age and cost of each lost appliance. Therefore I immediately had to go to numerous stores and request copies of said information which took time. I filled out all requested paperwork with said receipts, attached appliance receipts, electrical bills of Bertke/Cooper, wrote my narrative etc. and then Xeroxed copies at Fedex. The copy of paperwork sent to Strike stop in February is attached. Of course I couldn't type anything because I lost my computer. I made numerous calls to Strikestop in Clearwater and they were trying to get Duke to share some of the cost.

I continued to call the engineers of Duke- Engineer Mike Simms and Engineer Tom Geiman as well as the Tech Kelly McMahan they all said we cannot help you-go through the claims process which I was in and which little to nothing was happening. How was I expected to replace all these failed appliances that failed at the same time?

It was suggested I next file a claim with Sedgwick Claims Management Services in Lexington, Kentucky which also does claims for Duke. I called and requested the paperwork and they said 7 to 10 days. I wondered why wouldn't the paperwork be the same? Why should I have to fill out all new forms and recopy everything? I promptly completed all the paperwork and also addressed the seven statements of the cover letter when my claim was denied. I designated a number to each statement of their cover-letter (attached). This document is a running history of the situation with names, dates, etc. Once again no computer so I had to write in long hand. When I was waiting for a reply because nothing was

happening I called Wendy Geiger of Sedgewick. She said, "Well you send your paperwork to **our PO BOX number 14151** and it might be a week or two until it is picked up and then it goes to a building to be scanned before it comes to me and then I give it to the people that decide. I thought 7 to 10 days to get the paperwork and a week or two until they may pick it up and then it goes to her and she sends it to the decision maker, then they say no responsibility. On another call to Wendy Geiger she said I had been turned down by Sedgewick and I would receive a letter saying it was unforeseeable equipment failure. I said one surge could have been unforeseeable but when it is happening daily once to twice a day and I am continually calling it is not unforeseeable. Duke had not followed the protocol of correcting the issue within 10 days and providing status reports every five days –this was never done. They could have and should have attached the quality meter to my outside electric meter and would have quickly and efficiently solved the problem and the chance of appliance failure would have been much lower.

Duke also suggested that I talk to Alisha. By phone I explained what I had been through and how I lost all these appliances through no negligence on my part. There was nothing I could do to stop the surges, I felt scared and helpless. For five weeks I had been calling Duke. One day as I talked to Lawrence of PUCO, he said Alisha in Cincinnati had turned down the idea of reimbursement saying unforeseeable. I called Alisha and said I sent materials to Lexington and Clearwater but nothing ever went to you, how could you have said this when you haven't seen the materials? I asked if I could please send her copies and she said, "No, not necessary."

On February 28th a Saturday my furnace quit working. Apollo Heating sent a person to my house that afternoon. The technician said "Your furnace circuit board is damaged, burn up, and you will need a whole new circuit board, the supplier won't be open until Monday." The surges burnt up the circuit boards of my other appliances. **The Apollo Heating report states completed replacement of control board damaged by power surges to home. After inspection found board was not passing voltage to gas valve to open** (Copy attached). I spent Saturday night in my home, temperature outside of 20 degrees. By morning I knew I could no longer stay in this cold home so I went to a nearby hotel. I first had to clear enough snow so I could even get my car out and then went to the nearby motel with my dog. My home had no heat for three days and I am fortunate the pipes did not break. I am also fortunate that the burnt circuit board costing \$1,085 was covered by my warranty. I wondered did anyone at Duke ever realize what I have been through or even care?

A Cincinnati Enquirer article dated April 15, 2015 on page 3A told the story of a man who was injured by an electrical surge that ripped through his home, burning sockets and damaging appliances. He had one really bad surge but I had five weeks of them. Hulen Lunsford told how he was knocked off his feet, was injured from electrical shock which resulted in muscle soreness and a burn. In the above referenced newspaper article a Duke representative said they paid for an inspection, rewiring of the home, and all new appliances. In this Cincinnati newspaper article Lunsford disagreed, said his total damages were \$91,000 and Duke has only paid \$12,590 for partial rewiring and a check for \$4,139 for damages to appliances. His story was very different than what the Duke representative had said to the newspaper. His mother Helen Lunsford was also injured and later died but the surges were not linked to her death. Duke acted in bad faith. Story attached. I have been told that my other appliances that have not failed at this time but will have a much shorter lifespan due to the five weeks of continuous high powered surges. As previously noted all my appliances are rather new because they were to take me through much of retirement. When Kelly McMahan, Duke Tech was in my home he said you really have a nice house and we discussed how I take very good care of my home. Of all the Duke representatives that I have dealt

with he is the only one that seemed to show a concern and who I feel was the best representative for Duke.

On May 5, 2015 Duke Energy put the attached letter in my door stating, "We're upgrading service in your neighborhood to assure that your service remains **Safe and reliable**. During the day we would not have power (notice attached). I feel this was possibly precipitated by all my home surge issues and possibly the publicity of the Lunsford case. Note in this Duke letter they use the words Safe in capital letters. During this episode I did not feel safe, everything was failing and Duke was negligent in not immediately getting to the bottom of what is happening here!

On April 7, 2015 Strikestop the company that handles some of Duke's cases sent a check for \$1,500. However, Sedgewick the other claims department for Duke has paid nothing just saying unforeseeable. The Strikestop program can only pay \$1500 per incident but I pointed out to a Strikestop rep that it wasn't a one issue event, but a daily five week event. I did everything in my power to prevent surges by installing Dukes own surge company and continually paying the monthly fee for years. When they would not find the cause I was forced into hiring electrical companies that would find the cause of the continuous strikes. When Duke themselves found their high powered surges were the cause they have not stepped up to pay for their damages to my home and the expenses.

Duke through their actions has provided inadequate service because I was not in a safe home, failed to provide service when it did not diagnose and correct the problem thus burning circuit boards in appliances which caused them to fail. They did not follow the guidelines of resolving the issue within ten days and never provided an update every five business days, thus inadequate service. When your home is being surged twice a day for five weeks this is not quality, safe service.

To show that I once had a good opinion of Duke and believed in supporting our hometown people Duke Energy might know that through the years I have purchased 458 shares of Duke Energy stock for my retirement account (this they could find on record). But, I no longer can respect them. In my May 2015 "Duke Energy Report of My Home" which is sent to all Duke customers by mail it shows my energy consumption and states you are among the most efficient homes in your area. In the back of this mailing I noted a paragraph that is titled "Where our Heart Is". The paragraph states **"Our company and employees are part of your community. We contribute time and resources for the welfare of our communities and neighbors. We continuously look at needs and find ways to say "we care". Last year, Duke Energy donated over \$26 million through grants, assistance programs, and giving, in addition to the volunteerism of employees."** Referencing the above statement, I had a critical need that Duke replace the damages and it would have been nice to show some caring which was totally absent.

In good faith I had a surge protector put on my home, in good faith I called continually for five weeks for Duke to stop surging my home (this was frightening,) in good faith I spent numerous hours providing documents so my appliances and the electricians bills could be paid, in the coldest of weather I spent one of the three days in a motel when my heat failed. I have done everything I could and should have done. Replacing these appliances, facing the possibility that more will fail, has been a financial disaster for me. Duke taking no responsibility reminds me of a father who neglects to take care of the direct needs of his family (food-need a working stove, clothing-need a working washer, and shelter -a safe shelter free of electric surges) but instead donates his money to charities and these contributions are highlighted in the paper so the father or entity Duke can show-----WE CARE! As a father or corporation you take care of your own first to see they have their basic needs met (I

was a responsible paying customer all those years. Like a family member relies on a father, I have no other choice but to rely on Duke as my provider and Duke has failed me! The thousands of dollars I have had to spend so I can just live in this household are a lot of money to a 68 year old woman but Duke has 26 million they can give away. I appreciate that Duke can assist their communities by grants, commendable, but they should be focused on safe, reliable, service for their paying customers that provide the money through paying utility bills so that Duke can provide the 26 million. Duke you should be ashamed! Would you want your own grandma to go through what I have had to endure? Step up and make it right.

DAMAGES

Bertke Electric Bill	\$1,882.00
Cooper Electric Bill	\$ 357.00
Same GE range and comparable wash machine	\$1,612.14
Edenpure	\$ 249.00
Freezer	\$ 450.00
Food in large Amana	\$ 400.00
Computer	\$ 500.00
Apollo new circuit board (cost was \$1,085 but under warranty thus \$0)	\$ 0.00
Comfort Inn Northeast (one night stayed but no heat three days)	\$ 86.01
Postage to Strikestop in Clearwater Florida 2/17/2015	\$ 12.15
FedEx Faxes and copying to Geiger of Sedgewick, Lawrence of PUCO, Joe of Strikestop	\$ 27.85
3/16/2015	
Postage to Geiger, Sedgewick, 3/04/2015	\$ 11.75
Postage to Columbus PUCO 3/04/2015	\$ 19.65
FedEx Copies to file this appeal 7/01/15	\$ 36.96
FedEx Postage	not sent yet
Still being charged for Strikestop failed meter \$4.70 times 8 months	\$ 37.60
Total	\$ 5,682.11
Minus Strikestop Payment	\$ 1,500.00
TOTAL	\$ 4,182.11

I also will not have what it cost to send the copies until they are sent.

I have had Apollo out to my home two times where they have spent many hours working now with the air conditioning system because it also stopped working. I don't know if it will fail also in the very near future. I have been told that my other appliances which include refrigerator, dryer, dishwasher will have a much shorter life due to the power and length of the surges. I feel this situation also needs to be considered.

I have spent a considerable amount of time and money just trying to have Duke pay for what they have destroyed by burning up the appliance circuit boards and I don't know the future of my current appliances.



StrikeStop® Claim Form
Report of Damage to Property

Subpoena
Chin Mann
Sidgwick
301535484 370 001

ACCT #	27900179 22
ORDER ID #	161369

1. WHOSE PROPERTY WAS DAMAGED? (MAILING ADDRESS)

OWNER	B. K. Bishop	PHONE NUMBER	513-469-0445
STREET	11316 marlette Drive Cincinnati Ohio 45249		
CITY	STATE	ZIP	

NOTES

2. LOCATION OF DAMAGE? (IF PREMISE DIFFERS FROM MAILING ADDRESS)

STREET			
CITY	STATE	ZIP	
The same property			

NOTES

3. WHO DIAGNOSED THIS SURGE/LIGHTNING DAMAGE?

ATTACH DOCUMENTATION

Bertke Electrical Services and Testing
Duke Energy themselves came to home and attached equipment after Bertke to find

4. WHAT IS CLAIMED? (ATTACH ALL PAID INVOICES AND RECEIPTS)

PROPERTY INVOLVED	MODEL NUMBER	PAID	AGE
GE Self Clearing Convection Oven	JB 7505 FSS	Paid \$1,064.99	1 year 10/12
HP Windows Vista Envy Platform Pavilion H8	See	Purchased 2/20/13	6 yrs 6 months
Elmira Freezer	Aqua	Purchased 7-15-08	\$1,054
Whirlpool Washer Cabriolet	WTW 5700XW	Purchased 7/6/2009	5 years 6 months / \$616
Endurance	654422	Purchased 11-17-2011	paid \$542.09 / 3 yrs 11
Bertke Electric	tests	Paid \$249.99	10/21/13 1 year 1 month
		\$1,882.00	

COST OF REPAIRS (PLEASE ATTACH ALL PAID INVOICES/RECEIPTS)

COST OF REPLACEMENT (PLEASE ATTACH ALL PAID INVOICES/RECEIPTS)

\$4,644.13

5. RECOMMENDATION OF PROGRAM MANAGER

Bonnie Kay Bishop
CUSTOMER'S SIGNATURE

APPROVED

- ALL INFORMATION MUST BE COMPLETED FOR CLAIM TO BE PROCESSED.
- PAPERWORK MUST INCLUDE PROFESSIONAL DIAGNOSTICS STATING DAMAGE WAS DUE TO SURGE/LIGHTNING.
- *WARRANTY WILL ONLY PAY ON PAID INVOICES/RECEIPTS, NOT ESTIMATES.

MAIL ORIGINAL TO:

DUKE ENERGY ONE · STRIKESSTOP / Bay 23 · 5225 Tech Data Drive · Clearwater, FL 33760-3133

3. Who diagnosed this surge/lightning damage?

I immediately called Duke about the surge incidents and they sent their first representative who didn't find the issue; I hired Bertke Electric and they sent two electricians who spent 1 1/2 days doing ground wire and wire resistant testing, GFCI outdoor testing, light fixture testing, electrical panel testing, neutral wire testing, voltage tests, light switch testing, receptacle outlet testing and ceiling fan testing. The inspectors used infrared imaging (which would detect heat or loose connections), ultrasonic testing (looks for arcing and loose connections), and metering (which looks for milliwatt drops) also if there could be any bad breakers. My home checked out as normal, nothing in my home was the cause.

Next, Bertke attached a quality meter to my inside electric panel which demonstrated this was an external issue. Duke Energy also attached a power quality meter on the outside of the house which verified Bertke's results. Attached is the \$1,882.00 bill which testing showed the issue and the conclusion that appliances were lost due to Duke Energy and the Surge stop did not prevent them.

4. What is Claimed?

- a) All of my appliances were working perfectly until the surge incidents. My appliances were basically new because as I retired I replaced appliances so that these newer appliances would carry me through the retirement years. Therefore I purchased the most reliable brands often recommended by Consumer Reports. I take care of my house because I want things to last and not incur any extra expenses as a retiree.
- b) Attached you will find the receipts which provide the date purchased cost and model number. I returned to the various businesses to be able to provide these details.

Printed: 2/3/2015 9:51:09 AM

1

Sales Receipt #1542

Purchased

7/18/200
Page

REPRINTED

Lee & Jack's TV & Appliances LLC

681 College Dr
Batavia, OH 45103
513-732-1162

Bill To: BONNIE BISHOP
11318 MARLETTE DRIVE
CINCINNATI, OHIO 45249
513-469-0753

Qty	Description 1	Description 2	Ext Price Tax
1	AQU2024BRW	AMANA FREEZER	\$579.00 T

Hamilton
Subtotal: \$579.00
8.5 % Tax: + \$37.64
RECEIPT TOTAL: \$616.64

Price

Check: \$616.64 639

\$40.00 charge for all returned checks.
15% Restocking Fee on all canceled orders
Used Appliances can not be returned
all returns must be made within 30 days.
Parts are non-returnable.



1542:



MAJOR APPLIANCES
CENTRAL AIR/HEATING
WATER CONDITIONING

Order Number

997373

TRANSPORTATION WAY
NATI, OHIO 45246
(513) 942-9663

Mike Rhoten

(513) 942-9663 Ext. 7104
Miker@gorb.net

The Comfort Zone.com

S
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CUSTOMER NUMBER: 175063

Bonnie Bishop
11316 Marlette Dr
Cincinnati OH 45249

S
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Bonnie Bishop
11316 Marlette Dr
Cincinnati OH 45249

(513) 469-0445

Salesman	Customer Order No.	Date Ordered	Delivery Date	Ship Via	Terms	
JD		02/10/15	01/01/93	Delivery	Cash on De	
Qty	Item #	Description			Net Price	Extended
1	JB750SFSS	RB GE SS Convection Smoothtop			989.10	989.10
1	GTWN4250DWS	RB WHITE 3.9 CU FT SSteel Tub GE WASHER RANGE WITH OLD			521.10	521.10
					Mechandise	On Order
					Subtotal	1,510.20
					+ tax:	101.94
					+ misc:	0.00
					= total	1,612.14
					Prev Deposit	0.00
					New Deposit	0.00
					Bal. on order	1,612.14

NOT RESPONSIBLE FOR DAMAGES WHILE REMOVING OLD APPLIANCES.

Received By:

Page: 1

Until Recker & Boerger receives full payment on its invoices, title to and ownership in materials shall remain in the name of the company and shall be the personal property notwithstanding its manner of annotation to realty. In the event payment is not received as provided in the invoice, purchaser agrees to pay a service charge of 1.5% per month on the outstanding balance. If this matter is placed for collection, purchaser agrees to pay seller's attorney's fees related thereto.

175063
Bonnie Bishop
11316 Marlette Dr
Cincinnati OH 45249

Bonnie Bishop
11316 Marlette Dr
Cincinnati OH 45249

(513) 469-0445

jd

02/20/13

02/20/13

AM Delivery visa

523519

Purchased

*Convection Self Cleaning
Stove*

1	JB705STSS	RB GE Self Cleaning Convection Serial No. BDA223590Q	999.99	999.99
1	Recycle 2013	RB Removal-Disposal of old units del. range. haul away old		

Mechandise On Order	
Subtotal	999.99
+ tax:	65.00
+ misc:	0.00
= total	1,064.99
Prev Deposit	1,064.99
New Deposit	0.00
Bal. on invoice	0.00

I AGREE TO PAY THE ABOVE TOTAL ACCORDING TO CARD ISSUER AGREEMENT

Type: VISA

X

Acct: XXXXXXXXXXXXX9895

Exp: 10/14

Approval: 18934304

Price

Range

10:22:04

02/10/15

Purchased

Sales Audit - Transaction Detail

INP2709

PAGE

1

Warehouse: 384

Sales Date: 10/21/13

Reg#: 8

Trans Type: Tender

Time: 18:29

Tran#: 374

Tender:

Total: 283.74

Operator: 145

Block:

Member #: 000111780252977 BISHOP, BONNIE K

Mbr Type: Gold Star

Tax: 16.87

Resale Total:

FSA/

EBT Item Description

Amount

Units

E 7905 PHIL DRIED COCONUT 18OZ

8.99

1

E 378621 KS ORGANIC OJ 1 GALLON

7.89

1

554422 TRUSTED COMFORT/EDENPURE

249.99

1

Check

283.74

*** END OF REPORT ***

Costco

WELCOME TO BEST BUY #494
CINCINNATI, OH 45249
(513)683-7777

Keep your receipt!



COMPUTER

Val #: 0952-0770-9720-7234

0494 043 074 07/15/08 13:51 0327719

Duplicate Receipt

SOLUTIONS PLUS 140*****

8463888 2224976 69.99

KASPERSKY INTERNET SECURITY

REG 79.99 WITH 10.00- DOLLARS OFF

8789313 GEEK SQUAD 119.97

PREMIUM SECURITY & PERFORMANC

8891728 A6500F 569.99

A6500F PDC E2200/4GB/500/LS/V

7878503 3YR \$400-\$5 179.99

3YR \$400-\$599.99 PREMIUM CPU

PSP # 3067882404

SKU # 8391728

EXP DATE 07/15/2011

8123176 GEEK SQUAD 0.00

WINDOWS VISTA PERSONALIZATION

7799643 GEEK SQUAD 49.99

SOFTWARE SUITE INSTALLATION

5426693 RZ CARD 0.00

REWARD ZONE CARD

SERIAL # 0305271846

SUBTOTAL 989.93

SALES TAX 6.50 % 64.35

TOTAL 1,054.28

Prie

CHECK 1,054.28

Printed: 2/3/2015 9:51:19 AM

1

Sales Receipt #30521

Purchased 11/17/2014
Cashier: Priscilla
Page

REPRINTED

Lee & Jack's TV & Appliances LLC

681 College Dr
Batavia, OH 45103
513-732-1162

Bill To: BONNIE BISHOP
11318 MARLETTE DRIVE
CINCINNATI, OHIO 45249
513-469-0445

Qty	Description 1	Description 2	Ext Price Tax
1	WTW5700XW	WHIRLPOOL WASHER	\$499.00 T
1	Delivery		\$10.00 T

Subtotal: \$509.00
Hamilton 6.5 % Tax: + \$33.09
RECEIPT TOTAL: \$542.09

Price

Credit Card: \$542.09 Visa

\$40.00 charge for all returned checks.
15% Restocking Fee on all canceled orders
Used Appliances can not be returned
all returns must be made within 30 days.
Parts are non-returnable.



30521

Replacement to make whole Before Surge Issues

Bertke Electric Diagnosis _____ \$1,882.00
(attached)

Replacement of yr. old GE range
(Same one) quote by Recker + Boerger

Replacement of comparable washmachine _____ \$1,612.17
(quote by Recker + Boerger)

Endurance from Costco _____ \$249.00
(see price on Costco receipt)

Freezer - original cost of 5 yr freezer _____ \$450.00
very large by Amana was \$616.64,
Because not as many people now live
at my home I will probably buy
a freezer a little smaller. I should
be able to find one for about \$450.

Computer - As a retiree not raised _____ \$500.00
with Computer note that I bought
the Geek Squad set up and three
year support. I was on my computer
every day to every other day because I
manage my own retirement funds. I
don't have a financial advisor - I do
it myself through T.D. Ameritrade. I don't
actually look forward to a replacement computer
because I'll need the Geek Squad etc.
to set it up and be a support. Plus I
may have to even take lessons on how to
use a new computer. My older computer
was working fine until the surge. This will
probably cost more like \$1,000 or more to have what I had.
But I deducted for age. My past system worked for me, and I expect to keep it for years.
Everything in my home was working just fine before all this.
I am waiting for reimbursement to replace. I have provided what

Total \$4,694.13

Sedgwick Claims Management Services, Inc.
PO Box 14151
Lexington, KY 40512-4151



Phone: (615)874-7195
Fax: (866)221-5757

February 26, 2015

BONNIE BISHOP
11316 MARLETTE DRIVE
CINCINNATI, OH 45249

Client:	Duke Energy
Claimant Name:	Bonnie Bishop
Date of Loss:	01/22/2015
Claim Number:	30153548437-0001

Dear Ms. Bishop:

On behalf of Duke Energy, our company is handling your claim. We are writing to update you on the investigation recently completed by Duke Energy.

Our information indicates that a random, unforeseeable equipment failure occurred on Duke Energy's electric distribution system. We see no negligence on the part of Duke Energy that could have caused or contributed to this equipment failure and subsequent damage to your property.

The Duke Energy service regulations state that Duke Energy does not guarantee continuous, uninterrupted electric service, but shall use reasonable diligence to provide uninterrupted electric service and to remove the cause or causes in the event of failure, interruption or suspension of service. These regulations further provide that Duke is not liable for any loss or damage to a customer resulting from such failure, interruption, reduction or suspension of service that is due to any accident or other causes beyond its control.

In view of the above, it is our opinion that Duke Energy is not liable for your loss and we must respectfully deny your claim.

We sincerely regret your loss and the inconvenience that you incurred. If you have questions regarding this matter, please feel free to contact me at the numbers listed above.

Sincerely,

Handwritten signature of Wendy Geiger in cursive script.
Wendy Geiger
Claims Representative



* c 0 0 0 0 1 2 6 5 4 6 4 1 . 6 0 0 *

Appeal of Duke Energy's Claim Denial by Bonnie Bishop

I shall provide background information, what I observed my fears of a home fire, my numerous attempts asking Duke energy to find and correct the cause, the findings of Bertke Electric, Duke's confirmation of their continuous high powered surging of my house, and the resultant damages, You will find the report I sent to Strike Stop, the quality meter's recordings show the numerous power of the strikes, and the Bertke bill in this document. This appeal is handwritten due to the destruction of my Computer.

Background Information : As a retired school administrator I purchased new appliances around the time of retirement. As a fixed income retiree these appliances as well as furnace were supposed to carry me through much of my retirement. As a retiree it is vital to not have surprises of the expense of larger purchases. I live in a subdivision where people really keep up their properties. As the 2 Duke representatives who came to my home can attest my appliances are newer and I totally keep up my property. When Duke Energy offered the Strike Stop program I paid the approximate \$138 to have it installed on my electric box outside because this device was supposed to stop/deter electric surges. For the last few years I have paid the charge of about \$4.50 a month for this supposed stopping of electric surges. I also am in a program for my furnace where I pay to have it serviced twice a year which I always do. I have lived in my home approximately 12 years and have prepared it for the retirement years. Before these continuous, powerful and long lasting surges everything in my home was working quite well. I have never complained to Duke Energy or filed any complaint. No problems!

I first noticed that in the evening my lights in the family room and a kitchen light would go up and down in brightness and I actually heard a zah zah zah zah zah zah zah sound. It reminded me of a burning electric wire sound. Some friends suggested that could be arcing. So I researched arcing and found it could cause a fire. I was scared because I thought will my house catch on fire? I called the various Duke numbers and filed reports and the first Duke representative came to my home. He looked at the outside box, surge protector, and even at the site of Duke's new wiring area. I explained to him that our subdivision received a letter stating our underground wires were older and Duke was going to be replacing them. They stopped at the home to the left of my house. Duke's first representative found nothing. I next called Cooper Electric to replace my outdoor lights (not acting right) and look for the reason why my kitchen and family room lights brighten and dim and why I hear the long zah sound. They replaced the two lights on the sides of my front door and spent several hours testing my family room and kitchen. They found nothing wrong inside my home. In the evening that's where I am in the kitchen and family room so that's where I first observed the issue. However on another morning as I was getting dressed in my bedroom the long zah noise happened and bedroom lights flickered. On January 14th I had guests around my dining room table and once again around 5:40 the lights dimmed + brightened which alarmed them. I continually called Duke energy all of January. I gave reports to the 24 help line at 1-800-543-5599. I talked with Cincinnati Duke Engineer Tom Geiman three times at 513-419-1325. He told me to contact Power Quality Duke Service at 877-700-3853. So I continually called all these numbers

115

Duke next sent out Kelly McMahon who seemed to show genuine concern and wanted to resolve what was happening. He also witnessed one surge while at my home. Because the surges continued I began to write the times on my calendar and provide these to Duke Energy and Bertke Electric. On January 9, ^{and 10th} 2015 Bertke Electric did extensive testing to see if the problem was inside my home. They completed ground wire and wire resistance testing, GFCI outdoor testing, light fixture testing, electrical panel testing, neutral wire testing, voltage tests, light switch testing, neutral wire testing, voltage, light switch testing, receptacle outlet testing and ceiling fan testing. The two inspectors used infrared imaging (which would detect heat or loose connections) ultrasonic testing (looks for arcing and loose connections) and meter (which looks for millivolt and drops) also if it could be a bad breaker. My house checked out as normal, nothing in my home was the cause.

Next, Bertke attached a quality meter to my inside electric panel which demonstrated this was an external issue. The quality meter recorded the exact time of the surges, the length, and power of the surges. It was found that my house was being continuously surged up to one or two times a day by high voltage, lasting longer than a regular surge. The Bertke bill was \$1,884.00. I contacted Duke Energy again. Duke wanted to do their own testing with a quality meter so they hooked it to the outside electric panel. I also gave them an index card of times I heard + saw the surges. When Duke Energy rep Kelly McMahon returned, he suggested we do a conference call from my dining room table to Cincinnati Duke Engineer Simml. In our conference call Duke's rep said my times I gave them were quite accurate,

#4

the power of the surge higher and the length was as I said. Generally I was told surges are one sixtieth of a minute. While at my home they discussed the issue was the capacitor on the pole outside a block away on another street. They did a switch testing as we sat at my table. They said the capacitor would most probably be replaced within a month and with this switch turned off I should not have continued issues. The Berke report demonstrates that from the time frame of January 22nd through February 2, 2015 (twelve days) there were ten major surges. Duke's chart also shows how close the times I recorded were to theirs. January 21st I reported 5:45 - their time 5:48. January 25th I reported 6:41 they saw 6:42, and January 27 at 10:49. All along I was telling Duke of the surges (throughout January). The result was ^{some} failed appliances.

Duke's suggestions

After their own testing they saw the surge times I provided were accurate. The intensity was high voltage and the length of surge was long. By simply flipping the switch on their part the surge ended. But my house was continually surged for over a month. It was next suggested I file with

~~File~~ ^{Strike} Stop. I called 1-800-787-2505 to ask for the

claim paperwork. This paperwork arrived in about 6 days.

To properly complete the paperwork it involved visiting the various stores where I purchased appliances to show what I originally paid and the age of said appliance. Then I gathered information, wrote a narrative for the section, and sent the

claim via a card where they signed for the mailing.

Strike Stop

#5-

Obviously the device attached to my electric meter did not stop any strikers. Joe from Strike Stop called (1-866-252-4021), He said they were trying to get Duke to pay half and they would pay half of the claim. He also added that he did fall up with an investigation and talked to various people (engineers) and found out my claim was as I wrote. He said we'll try to get this taken care of as soon as we can. He told me that Sedgewick is Duke's claims department and he wanted me to call them at 855-398-2370. So on the 24th of February I called. The first lady either hung up or we were disconnected. So on my second call I got the name of Brad M. Brad M. listened and said what was the date of the incident. I kept emphasizing that it wasn't one incident but a month of incidents. He kept saying give me a date. I said it's not one date many many. He said, "OK, lets just pick a date," and I think he selected January 21st. He asked for the Duke account number and I said I'll get it upstairs. He said, "No, it can be looked up." I called Joe of Strike Stop and told him I talked to Brad but he used one date. Joe said, "Someone will call and ask more questions within 5 days." No one else called.

Furnace

On February 28th a Saturday my furnace quit working. I called my HVAC company and they said they would have someone to my house ~~by~~ afternoon. Cincinnati has had unusually cold weather. My furnace is rather new and I have a plan that it is serviced twice a year. When the serviceman arrived he said, "Your circuit board is damaged and you will need a whole new circuit board. He added

Our supplier is closed until Monday." He was at my #6 house late afternoon. The temperature on the 28th was in the 20's at night. I dressed and slept in a hat, and many layers of clothing. By morning we had 2 1/2 inches of new snow. So on Sunday I had to go to a hotel (Comfort Inn). On Sunday I called to say I will be here until 11:00 checkout time. A circuit board was obtained on March 2, 2015. For 3 days there was no heat at my house due to a burnt up circuit board. At about 4:00 they installed the new board. Currently, it appears because of my plan I wasn't charged for the service visits and the furnace was new enough that it hopefully looks like the warranty will cover it. They are sending the paperwork to me via mail due to a ruined computer. On Monday I called Joe again at Strike Stop. I also found out that Wendy Geiger (615-274-7195) was in charge of my Sedgwick Duke claim. I called Wendy Geiger because this has now gone on 2 months. Geiger told me my claim was denied. The engineers at another location had decided it wasn't Duke's fault. She said I could appeal.

At this time I shall further add to what I have explained thus far. Please note I have placed numbers by Sedgwick's statements to show whoever reviewed my case probably did not have accurate information given to them in which to make a decision.

- ① Concerning the investigation, how can an investigation be completed when the decision maker of my claim never contacted me. As a former administrator I had to investigate many matters and I went to each person involved to ascertain the FACTS to make the decision.

Number 2a states our information indicates that a random unforeseeable failure occurred on Duke Energy's electric distribution system. This statement refers to a once occurrence which is totally incorrect. These high voltage long lasting surges were occurring over a month. I told Brad m that and he was only interested in picking one date. I also suggested to Brad m that a more complete written report was sent to Strick Stop and they had already investigated the matter by phone calls back to Duke in Cincinnati. You may wish to review the tape of Brad m's and my conversation. These were longer than usual higher voltage surges that continued for a month.

Number 2B states this was an unforeseeable equipment failure. This is false because the first surge might possibly be called unforeseeable but I was continually calling Duke for a month and they knew this was happening almost daily because I was calling - so it wasn't that they didn't know. They could have put a quality meter on my outside outlet after the first call and could have flipped the switch on the capacitor but ignored my continuous calls. Statement 3a says Duke feels there is no negligence on their part. There was negligence and lack of care to investigate the source of these surges and correct the issue. After a month I was told a switch was turned off so I shouldn't have any more surges. This switch could have been turned off any time during that month so that my house would not have had these damages. Duke failed to act.

HJ

Statement four generally says Duke cannot always guarantee uninterrupted service, this statement does not apply because this was not a case of utility interrupted service but surges. My service was not interrupted until the furnace totally failed due to the continuous monthly surging of the circuit board.

Statement 5 is incorrect because the damage and loss were not due to failure, interruption, reduction or suspension of service. Also, the damage causes were not beyond their control, because they could and should have determined the cause and could have turned off the switch anytime during the month. Statement 6 says it is Duke's opinion it is not liable for the loss. The power quality report by Bentler and Duke's own quality reports shows the damages were the direct result of higher than usual, longer than usual power surges which continued for a month. Bentler's electric conclusion was "Customer has had multiple surges caused by Duke Energy, power provider. Has lost multiple appliances due to surges. My suggestion is that Strike Stop and Duke Sedgwick split the cost. I also will be adding a \$74 motel bill, I stayed in the Cold house the first night. I also will be submitting half of the \$350 I paid Cooper Electric. Hopefully, the furnace will be covered by my plans.

Statement 7 that you sincerely regret the loss and inconvenience. I have not seen anything in Duke's actions to show that there is any sincerity or realization of what I've gone through. I highly suggest you re-evaluate what has happened. I feel my requests are very reasonable at this time. I will gladly send information on my furnace failure board when I receive it by mail.



Electrical Services & Testing

Cincinnati, Ohio - 513.542.2350
Carrollton, Kentucky - 502.347.9457
Northern Kentucky - 859.547.1414
www.bertke.com

Name Donnie Bishop Invoice # 8930
Address 11316 Marlboro Dr Date 1-22-15
City Cincinnati State OH Zip Code 45249
Home Phone # 513 969 0445 Alt # _____
Email _____
Referral Referral

Are you a club member? Yes _____ No X Safe & Sound Program? Yes _____ No X

UPFRONT PRICING REPAIR/INSTALL FEE WORK DONE

I hereby authorize to proceed with the below work for the upfront cost of \$ _____ (x) _____ Client Signature _____

T-Number	Page #	Description	Qty	YES/NO
		<u>Perform Safe & Sound program on</u>		
		<u>2000 Sq. Ft. home.</u>	<u>1 \$1500.00</u>	<u>(YES)</u>
				NO
		<u>One week power quality monitoring</u>	<u>1 \$150.00</u>	<u>(YES)</u>
				NO
				YES
				NO
				YES
				NO
				YES
				NO
				YES
				NO

Notes:
Customer has had multiple surges caused by Duke energy power provider. Has lost multiple appliances due to surges.
Paid \$1482.00 check # 2957 sat on Visa.

Above Pricing is Valid for 30 Days.

Home Investment \$ <u>1950.00</u>	All the work I have done has been installed in compliance with our company's high standards and the National Electric Code.
Annual Club Investment \$ <u>127.00</u>	
Club Member Discount Today \$ <u>195.00</u>	

Club Member Benefits:
10% • Annual safety inspection visit, free of charge
• ~~10%~~ Discount on Service & Repairs
• Waived dispatch fee as long as service or repair is selected
• Lifetime Warranty - warranty valid as long as membership is in "good standing"

Sub-Total \$ 1882.00
Service Charge \$ X

Paid Via: Cash _____ Check # 2957 Credit Card: MC _____ Visa X
Project Start Date 1-22-15 Project Completion Date 2-6-15
All work has been performed to my satisfaction: (X) Don Bishop

ESTIMATE TIME BLOCK							Total Due Today \$ <u>1882.00</u>	
Date	Clock #	Tech	Hours	SOS	Amount	Total	Color of Device(s)	_____
							Panel Manufacturer	<u>CHL</u>
							Permit Required	Yes <u>(No)</u>
							Material Transfer	Yes <u>(No)</u>
							Credit Card \$	Yes <u>(No)</u>
							P.O. #	Yes <u>(No)</u>
							Other	Yes <u>(No)</u>
							Job #	<u>0415-89.50</u>
							Estimate #	_____
							Safety Inspection	Yes <u>(No)</u>
							Follow up work needed	Yes <u>(No)</u>
							Technician Sign Off	<u>Don Bishop</u>
							Job Completed	Yes <u>(No)</u>

ACTUAL WORK TIME BLOCK						
Date	Clock #	Tech	Hours	SOS	Amount	Total
<u>1-21-15</u>	<u>4399</u>	<u>Don Bishop</u>	<u>8</u>			
<u>1-21-15</u>	<u>TGuder</u>		<u>8</u>			
<u>1-22-15</u>	<u>Bishop</u>	<u>4399</u>	<u>8</u>			
<u>2-3-15</u>	<u>Bishop</u>	<u>4399</u>	<u>3</u>			
<u>2-6-15</u>	<u>Bishop</u>	<u>4399</u>	<u>3</u>			
			<u>30</u>			

Labor Hours _____ Labor Charges _____

Client Initial _____



John H. Cooper Electrical Contracting Co.
1759 Elmore St. • Cincinnati, Ohio 45223
(513) 271-5000 / 527-3246 (Fax)
"Quality - Value - Service"
SINCE 1946
F.I.D. #31-0961323
www.cooper-electric.net

BID TO:

Bonne Bishop
11316 Naulette Dr
Cincinnati Ohio 45249

E MAIL _____
PHONE - HOME 469-0445
WORK _____
CELL _____

JOB WORK ORDER 220862
JOB ADDRESS _____

JOB COMPLETE ☒ YES ☐ NO

DATE: 1-13-15

JOB # 28824

ARRIVAL TIME _____ COMPLETION TIME _____

ESTIMATE: ADDED WIRING

\$ _____

YOU HAVE THE RIGHT TO AN ESTIMATE FOR ADDED WIRING.

PLEASE INITIAL YOUR CHOICE: WRITTEN _____ ORAL _____ NONE _____

CHARGES FOR ADDITIONAL, UNFORESEEN, BUT NECESSARY WORK CANNOT EXCEED 10% WITHOUT YOUR APPROVAL. ESTIMATES WITH 4 HOURS OR LESS LABOR ARE VALID TODAY ONLY.

NOTE: THIS ESTIMATE ASSUMES CONCEALED WIRING IS NOT DEFECTIVE AND COMPLIES WITH THE CODE.

DIAGNOSTIC: LABOR IS BILLED AT THESE RATES

LEAD ELECTRICIAN: FIRST 1/2 HR. 104- EACH ADDITIONAL 1/2 HR. 45- APPRENTICE: EACH 1/2 HR. _____

I HAVE BEEN QUOTED DIAGNOSTIC RATES ☒ YES ☐ NO

☐ Personal Protective Equipment

☐ Fall Protection

☐ Hazcom

☐ Lockout / Tagout

PAYMENT DUE UPON COMPLETION. If not paid upon completion, you agree to pay finance charges per our invoice terms.

DESCRIPTION OF WORK: Replace 2 front door light fixtures. Replace the switch to the lights w/ a timer. Set timer as per customer. Left w/ customer. checked washer circuit. Found no problems. Replace outlet w/ a GFCI recept. Customer reported that light & T.V dim and she hears a hissing sound. checked all devices in area & found no issues. I did not experience the problem. Told customer to be observant of situation.

QTY.	FOR RESTOCK	MATERIAL	PRICE	AMOUNT
1	X	24 hour automatic timer		35 -
1	X	TRWR GFCI white		35 -
		new		3 -
<div>PAID CK# 2937</div>				
TOTAL				73 -

ELECTRICIAN	RATE	HOURS	AMOUNT
Tony	90 -	2 1/2	225 -
TRIP CHARGE			59 -
TOTAL MATERIAL			73 -
EQUIPMENT & SPECIAL TOOLS			
TOTAL			357 -
DEDUCTS			

Thank You!
PAY THIS AMOUNT ☒

SIGNATURE (I hereby acknowledge the satisfactory completion of the above described work.)

Blm By



Apollo Heating Cooling Plumbing
1730 Tennessee Ave
Cincinnati OH 45229
513-271-3600
www.ApolloHome.com

BONNIE BISHOP
11316 MARLETTE
CINCINNATI, OH 45249

3/10/2015
Proposal# 379977

Contact: BONNIE BISHOP
Phone: (513) 469-0445

Your technician today is Andrew Cash

Proposed Work:

Quantity	Description	Ext. Price
1	Trip Charge SRV_SRV_A	0.00
Total		0.00

Declined Items

Quantity	Description	Ext. Price
1	Circuit Board 90 Plus Gas Furnace Two Stage SSC_SSC_D12030	1,076.00

OBSERVATIONS

On arrival unit was cycling but gas valve was not opening. After inspection found board was not passing voltage to gas valve to open. Need to order control board. System is not heating at this time. Thank you for choosing Apollo!

Terms and Conditions of Sale

I hereby authorize the work described above and agree to the terms and conditions as stated on this form. I recognize that aged and deteriorated plumbing fixtures, piping, and appurtenances may no longer be serviceable, and I agree to hold Apollo Heating And Cooling Company blameless for any damage or destruction to those items as a result of these conventional repair efforts. I agree to pay for all work, goods, and services received, and hereby further authorize Apollo Heating And Cooling Company to bill any of my credit card(s) for the goods and/or services being provided, and I agree to perform the obligations set forth in the applicable card holder agreement with the credit card user. A service charge of 1-1/2% per month (18% per annum) will be charged on all balances 30 days or more past due. PARTS WARRANTY - All parts as recorded are warranted as per manufacturer specifications. LABOR GUARANTY - The labor charge as recorded here relative to the equipment serviced as noted, is guaranteed for a period of 30 days. We do not, of course, guaranty other parts than those we install. If repairs later become necessary due to other defective parts, they will be charged separately.

NOTICE TO OWNER: FAILURE OF THIS CONTRACTOR TO PAY THOSE PERSONS SUPPLYING MATERIAL OR SERVICES TO COMPLETE THIS CONTRACT CAN RESULT IN THE FILING OF A MECHANIC'S LIEN ON THE PROPERTY WHICH IS THE SUBJECT OF THIS CONTRACT PURSUANT TO CHAPTER 429, RSMO. TO AVOID THIS RESULT YOU MAY ASK THIS CONTRACTOR FOR "LIEN WAIVERS" FROM ALL PERSONS SUPPLYING MATERIAL OR SERVICES FOR THE WORK DESCRIBED IN THIS CONTRACT. FAILURE TO SECURE LIEN WAIVERS MAY RESULT IN YOUR PAYING FOR LABOR AND MATERIAL TWICE.

I have reviewed the proposal and agree to the terms and conditions.

2/28/15 17:50:23



Remit to:

Apollo Heating Cooling Plumbing
1730 Tennessee Ave
Cincinnati OH 45229
513-271-3600
www.ApolloHome.com

BONNIE BISHOP
11316 MARLETTE
CINCINNATI, OH 45249

3/02/15
Ticket# 379998

Contact: BONNIE BISHOP

Your technician today is Andrew Cash

AUTHORIZED WORK

Description	Rate	Amount
Circuit Board 90 Plus Gas Furnace Two Stage __		0.00
	Total Sale	0.00

OBSERVATIONS

Completed replacement of control board damaged by power surges to home. Thank you for choosing Apollo!

Balance Due 0.00

3/02/15 17:03:29

**** You saved \$1076.00 today! ****

Thank you for your business
Tell us how we did - www.ApolloHome.com



BY CHOICE HOTELS

Comfort Inn Northeast (OH459)

9011 Fields Ertel Rd.
Cincinnati, OH 45249
(513) 683-9700
gm.OH459@choicehotels.com

Account: 385118584

Date: 3/2/15

Room: 241 BAR

Arrival Date: 3/1/15

Departure Date: 3/2/15

Check In Time: 3/1/15 9:13 AM

Check Out Time: 3/2/15 10:43 AM

Rewards Program ID:

You were checked out by: apatel

You were checked in by: apatel

Total Balance Due: 0.00

Post Date	Description	Comment	Amount
3/1/15	Visa Payment		(86.01)
		XXXXXXXXXXXX8991	
3/1/15	Room Charge	#241 BISHOP, BONNIE	73.99
3/1/15	State Tax		4.99
3/1/15	City / County Tax		4.81
3/1/15	Occupancy Tax		2.22

Folio Summary 3/1/15 - 3/1/15

Room Charge	73.99
State Tax	4.99
City / County Tax	4.81
Occupancy Tax	2.22
Visa Payment	(86.01)

Balance Due: 0.00

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to partner rewards.

If payment by credit card, I agree to pay the above total charge amount according to the card issuer agreement.

X _____

CHOICEprivileges

You could be earning free nights and other great rewards. Join Choice Privileges today, at www.choiceprivileges.com.

Thank you for your stay. Visit ChoiceHotels.com/VerifiedReviews to post your comments about your recent experience (Click the 'Write a Review' button)

Make bill

WE'RE MAKING IMPROVEMENTS!

We're upgrading the electrical service in your neighborhood to assure that your service remains Safe and reliable. In order for us to do this, your power will be out on Tuesday May 5th, 2015 between the hours of 9:30 a.m. UNTIL 4:00 p.m.

Before the power goes out, keep in mind these important items:

- If you or someone in your household relies on **electrically powered medical equipment**, please make appropriate arrangements in advance of the outage.
- If you have an electric garage door opener, it will not operate when the power is out. If possible, place your garage door in the "manual" operation mode. If that is not possible, you may want to remove your car from the garage.
- The power outage will affect security and alarm systems. If you have a security/alarm system, please let your alarm company know that the alarms may sound as a result of the power outage.
- Cordless phones will not work during the outage.
- Unplug sensitive equipment such as computers, fax machines, televisions and stereos, etc.
- Keep your refrigerator and freezer doors closed as much as possible. If you must open the freezer or refrigerator doors, plan ahead and remove several items at once.

In the event of bad weather or unforeseeable circumstances, the work will be rescheduled for Wednesday May 6th, 2015 between the hours of 9:30 a.m. until 4:00 p.m. and your power will be out at that time.

THANK YOU for your patience and cooperation as we make improvements to the electrical system in your neighborhood. If you have any questions, please call us at 1-800-543-5599.

IMPORTANT NOTICE - ELECTRIC POWER OUTAGE

Union couple sues Duke Energy over power-surge injuries

Terry DeMio

tdemio@enquirer.com

A Union man who claims he was injured as an electrical surge ripped through his house, burning sockets and damaging appliances, wants a judge to order Duke Energy to pay his medical and home-damage costs.

Hulen "J.R." Lunsford and his wife, Debbie Lunsford, filed a lawsuit in federal court Thursday in Covington that claims Duke Energy is financially responsible for a power surge in their Union home April 11, 2013, that knocked Lunsford off his feet.

In the suit, Lunsford, 64, claims he and his mother were home when the current went through his home. He claims he was knocked off his feet, was injured and still suffers as a result, according to the lawsuit.

Philip Taliaferro, a lawyer for the Lunsfords, said Lunsford saw his doctor several days after the incident and was diagnosed with having suffered electrical shock. "He had muscle soreness and a burn on the inside of his mouth."

Duke Energy spokeswoman Sally Thelen said Duke wasn't immediately informed of the injuries. "Despite requests, we have received no docu-

mentation supporting any injury claim," she said.

"We generally do not comment on pending litigation," Thelen said. But she added that "in this case, we promptly paid for a house inspection, rewiring of 80 percent of the house, and new appliances."

She added, "We extend our deepest sympathies to the Lunsford family on their loss."

The Lunsfords claim Duke's payments weren't nearly enough to cover damages and medical costs.

"The total damages to the house are \$91,000," Taliaferro said. "Duke only paid \$12,590 for partial rewiring

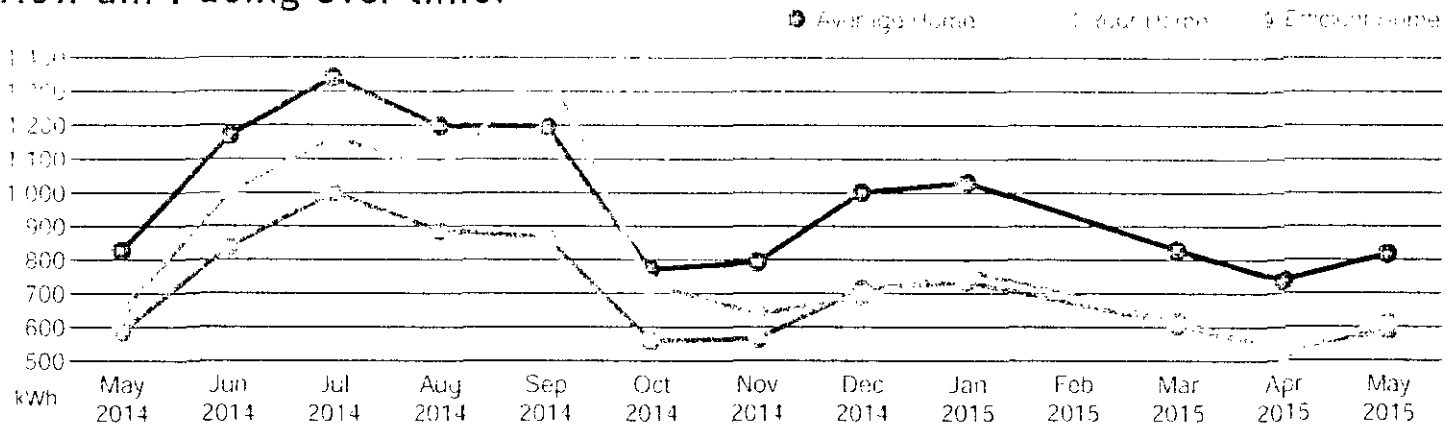
of the house. Duke then offered a check for \$4,139 for damage to the Lunsfords' appliances; however, that check was marked 'full and final settlement of any and all claims.'"

Taliaferro said the Lunsfords did not accept the check.

Hulen Lunsford's mother, Margaret Lunsford, according to the lawsuit, also suffered injuries. She died in September 2013, although the suit doesn't link her death to the injuries.

The Lunsfords' suit alleges Duke is responsible for all costs, claims unfair settlement practices and alleges Duke acted in bad faith. It also seeks unspecified punitive damages.

How am I doing over time?



Your usage for this month has **decreased** compared to a year ago. **Great job!** Your annual consumption is only **\$159 more** than the most efficient homes in your area. Don't lose your momentum! Try the tips below to narrow the gap.

Take action. Reduce your use.

Now your Energy Report is INTERACTIVE!

Go online for more features and functionality. Set energy-saving goals and review your progress. Track your energy usage and identify inefficiencies in your home.

Get expert advice from an energy advisor. Learn more ways to save with personalized energy-saving tips.

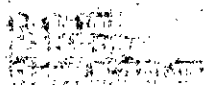
Ready? Just find your account number on the top right corner of this page and go to duke-energy.com/MyHomeReport.

Where our Heart Is.

Our company and employees are part of your community. We contribute time and resources for the welfare of our communities and neighbors. We continuously look at needs and find ways to say "we care."

Last year, Duke Energy donated over \$26 million through grants, assistance programs, and giving, in addition to the volunteerism of employees.

Visit duke-energy.com/MyCommunity to learn more about how we are making a difference in your community and how you can join us.



0015145 01 AV 0.391 **AUTO T7 0 9214 45249-221016 -C01-P15296-I



BONNIE BISHOP
11316 MARLETTE DR
CINCINNATI, OH 45249-2210

37458522653

9214-01-00-0015145-0001-0016502

TRANSMISSION VERIFICATION REPORT

TIME : 03/16/2015 10:41
 NAME : FEDEX OFFICE 0273
 FAX : 513-683-8292
 TEL :
 SER.# : U63314A5J878075

Wm Gerger



03/16/2015 10:47
 Print # 0273551512
 # XXXXXXXXXX8891

Page: 1

03/16 10:39
 18662215757
 00:02:00
 06
 OK
 STANDARD
 ECM

Description	Amount
SS Fax - Domestic Send	10 15
SS Fax - Local Send	7 55
SS Fax - Domestic Send	10 15
SubTotal	27.85
Taxes	0.00
Total	27.85

Cardholder agrees to pay the Issuer of the charge
 in accordance with the agreement between the
 Cardholder and the Issuer.

Office Print & Ship Centers

Montgomery Rd
 Cincinnati, OH 45249
 513-683-8292
 FedExOffice.com

how we're doing and receive
 your no. 1-20 print order
 online or call 1-800-398-0242
 Offer expires 6/30/2015

Recycle This Receipt

U.S. Postal Service CERTIFIED MAIL RECEIPT

Domestic Mail Only (No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

Postage	\$1.40	0249
Certified Fee	\$3.30	02
Return Receipt Fee (Endorsement Required)	\$2.70	
Restricted Delivery Fee (Endorsement Required)	\$0.00	
Total Postage & Fees	\$7.40	02/17/2015

Sent to Duke King on stop for 13

Sheet, Apt. No., or PO Box No. 5225 Tech Data Drive

City, State, ZIP+4 Clemmons 35760-3133

Postmark Date August 2, 2001

U.S. Postal Service CERTIFIED MAIL RECEIPT

Domestic Mail Only

For delivery information visit our website at www.usps.com

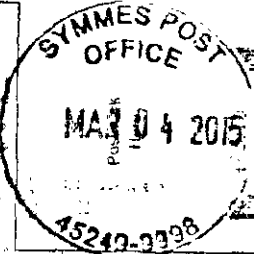
Postage	\$	
Certified Fee	\$	
Return Receipt Fee (Endorsement Required)	\$	
Restricted Delivery Fee (Endorsement Required)	\$	
Total Postage & Fees	\$	

Sent to Wendy Gager, Claims Specialist

Sheet & Apt. No. or PO Box No. P.O. Box 4187

City, State, ZIP+4 Lexington, KY 40512-4187

Postmark Date August 2, 2001



Symmes Branch Postal Store
Cincinnati, Ohio
45249998
3816070249 -0098
(800)275-8777 11:39:26 AM

03/04/2015 (800)275-8777 11:39:26 AM

Sales Receipt

Product Description	Sale Unit	Qty	Price	Final Price
COLUMBUS OH 43215-3707 Zone-2	Priority Mail Express 1-Day	7.30 oz.		\$16.95
USPS Tracking #:				
EK612002209US				
Scheduled Delivery Day: Thu 02/05/15				
03:00PM - Money Back Guarantee				
Includes \$100 Insurance				

Signature Required
Return Rcpt (Green Card) \$2.70
Issue Postage: \$19.65

@@ ~ LEXINGTON KY 40512-4151
Zone-2 \$5.75
Priority Mail 2-Day By Weight
6.70 oz.
Expected Delivery: Fri 03/06/15
Includes \$50 Insurance

Return Rcpt (Green Card) \$2.70
@@ Certified \$3.30
USPS Certified Mail #: 7014212000019398815
Issue Postage: \$11.75

Total: \$31.40
Paid by: VISA \$31.40
Account #: XXXXXXXX8991
Approval #: 004055
Transaction #: 690
23 902963909

@@ For tracking or inquiries go to USPS.com or call 1-800-222-1811.

BRIGHTEN SOMEONE'S MAILBOX. Greeting cards available for purchase at select Post Offices.

Symmes Branch Postal Store
Cincinnati, Ohio
45249998
3816070249 -0098
(800)275-8777 12:29:11 AM

02/17/2015 (800)275-8777 12:29:11 AM

Sales Receipt

Product Description	Sale Unit	Qty	Price	Final Price
CINCINNATI OH 45255 Zone-0	First-Class Mail Large Env	2.50 oz.		\$1.40
Expected Delivery: Thu 02/19/15				
Issue Postage:				\$1.40

CINCINNATI OH 45255 Zone-0 \$1.40
First-Class Mail Large Env
3.30 oz.
Expected Delivery: Thu 02/19/15
Issue Postage: \$1.61

@@ ~ CLEARWATER FL 33760-3133
Zone-5 \$6.15
Priority Mail 2-Day By Weight
2.30 oz.
Expected Delivery: Thu 02/19/15
Includes \$50 Insurance

Return Rcpt (Green Card) \$2.70
@@ Certified \$3.30
USPS Certified Mail #: 7012101000006858436
Issue Postage: \$12.15

Total: \$15.16
Paid by: VISA \$15.16
Account #: XXXXXXXXXX8991
Approval #: 017608
Transaction #: 46
23 902963909

@@ For tracking or inquiries go to USPS.com or call 1-800-222-1811.

BRIGHTEN SOMEONE'S MAILBOX. Greeting cards available for purchase at select Post Offices.

CUSTOMER USE ONLY

FROM: (PLEASE PRINT)

PHONE 513 469-2445

BK Bishop
11316 marlette dr.
Cincinnati, OH 45249

PAYMENT BY ACCOUNT (if applicable)

Federal Agency Acct. No. or Postal Service "Acct. No."

DELIVERY OPTIONS (Customer Use Only)

☒ **SIGNATURE REQUIRED** Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

- ☐ No Saturday Delivery (delivered next business day)
- ☐ Sunday/Holiday Delivery Required (additional fee, where available*)
- ☐ 10:30 AM Delivery Required (additional fee, where available*)
- *Refer to USPS.com® or local Post Office™ for availability

TO: (PLEASE PRINT)

PHONE ()
LAWRENCE
Public Utilities Commission
180 EAST BROAD ST
Columbus, OH
ZIP + 4® (U.S. ADDRESSES ONLY)
43215-3793

- For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
- \$100.00 Insurance Included.



EK 612002207 US



UNITED STATES
POSTAL SERVICE®

PRIORITY
★ MAIL ★
EXPRESS™

ORIGIN (POSTAL SERVICE USE ONLY)		1-Day		2-Day		Military		PO	
PO ZIP Code	45249	Scheduled Delivery Date (MM/DD/YYYY)	3-05-15	Postage					
Date Accepted (MM/DD/YYYY)	3-04-15	Scheduled Delivery Time	10:30 AM	Insurance Fee	\$				
Time Accepted	11:31 AM	10:30 AM Delivery Fee		Return Receipt Fee	\$	2.70			
Weight	7.3 lbs.	Sunday/Holiday Premium Fee		Live Animal Transportation Fee	\$				
Flat Rate				Total Postage & Fees	\$	19.65			
DELIVERY (POSTAL SERVICE USE ONLY) Delivery Address (MM/DD/YYYY) Time AM PM Employee Signature Delivery Alternate (MM/DD/YYYY) Time AM PM Employee Signature									

LABEL 11-B, JANUARY 2014 PSN 7690-02-000-9596 2-CUSTOMER COPY



July 01, 2015 10:24
Receipt #: 0273561067
VISA #: XXXXXXXXXXXX8991
2015/07/01 09:53

Page: 1

Qty	Description	Amount
114	ES B&W S/S White 8.5 x11	12.54
80	ES B&W S/S White 8.5 x11	8.80
12	ES Color S/S 11x17	13.20
SubTotal		34.54
Taxes		2.42
Total		36.96

The Cardholder agrees to pay the Issuer of the charge card in accordance with the agreement between the Issuer and the Cardholder.

FedEx Office Print & Ship Centers

12108 Montgomery Rd
Cincinnati, OH 45249
513-683-1154
www.FedExOffice.com

Tell us how we're doing and receive
20% off your next \$35 print order
fedex.com/welisten or 1-800-398-0242
Offer Code: _____ Offer expires 12/31/2015

Please Recycle This Receipt

0.11702E

RMS Voltage and Current



Jan 22 Thu 2015

MONTGOMERY 41

CAI

Pole 1024-59c

Duke's graph shows this time

January 20 - 6:40 Tue

21 - 5:45 Wed

25 - 6:41 Sunday

Times I gave to Duke

Red is writing, Black was my hand. Duke's was my hand.

Duke's own charts

I They acknowledged the data + times I gave them for when I noticed, heard + saw surge being accurate. They compared what I noted to their quality meter charts.

Battle Electric Chart Showing Surge

1/23/2015 10:26:11.8 064

RMS Voltage and Current

