

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

Jeffrey Pitzer, Personal Representative of)	
Dorothy Easterling and Estill Easterling,)	
)	
Complainant,)	Case No. 15-298-GE-CSS
)	
v.)	
)	
Duke Energy Ohio, Inc.)	
)	
Respondent.)	

DIRECT TESTIMONY OF

JOSHUA W. DANZINGER

ON BEHALF OF

DUKE ENERGY OHIO, INC.

December 30, 2015

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ATTACHMENT:

JWD-1: Disconnection of Service Ohio Winter Notice and identified as version
MAR-DODOH-W 09/11

I. INTRODUCTION AND PURPOSE

Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

A. My name is Joshua W. Danzinger and my business address is 139 East Fourth Street, Cincinnati, Ohio 45202.

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

A. I am currently employed by Duke Energy Business Services LLC (DEBS), as a Service Mechanic B. DEBS provides various administrative and other services to Duke Energy Ohio, Inc., (Duke Energy Ohio or the Company) and other affiliated companies of Duke Energy Corporation (Duke Energy).

Q. PLEASE BRIEFLY DESCRIBE YOUR PROFESSIONAL EXPERIENCE DUKE ENERGY OHIO OR ITS AFFILIATED COMPANIES.

A. I started working for Duke Energy Ohio as a part-time Meter Reader on October 6, 2008, and served in that capacity until May 3, 2010. On that date, I became a full-time employee of Duke Energy Ohio, holding a position as a DNP (Disconnection for Nonpayment) Worker within the Service Delinquency DNP Group. I worked as a DNP Worker until December 5, 2011, at which time I became a Premises Mechanic. Since August 4, 2014, I have been employed as a Service Mechanic B.

Q. WHAT WERE YOUR RESPONSIBILITIES AS A DNP WORKER FOR DUKE ENERGY OHIO?

A. As a DNP Worker, my responsibilities included, but were not limited to, completing orders for disconnection of services for nonpayment. This would have involved, among other things, providing notice of disconnection, while on the premises, on the day of such disconnection, reading and registering meter reads, and completing the disconnection. I

1 would also reconnect service that had been disconnected for nonpayment. Additionally, I
2 may have been asked by a customer to allow them to make a payment to avoid the
3 disconnection and I would have coordinated with the customer to enable this to occur.

4 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE PUBLIC UTILITIES**
5 **COMMISSION OF OHIO?**

6 A. No.

7 **Q. WHAT IS THE PURPOSE OF YOUR DIRECT TESTIMONY IN THIS**
8 **PROCEEDING?**

9 A. The purpose of my direct testimony is to explain the process that I followed as a DNP
10 Worker during 2011 when disconnecting a customer's electric service for nonpayment
11 and, in particular, the steps and actions that I would have taken before, during, and after
12 the electric service in the name of Estill Easterling was disconnected for nonpayment on
13 November 4, 2011.

14 **II. DISCUSSION**

15 **Q. YOU BRIEFLY DESCRIBED SOME OF YOUR RESPONSIBILITIES AS A DNP**
16 **WORKER ABOVE. CAN YOU PLEASE DISCUSS HOW YOUR GROUP**
17 **WOULD BECOME INVOLVED IN THE DISCONNECTION FOR**
18 **NONPAYMENT PROCESS?**

19 A. Duke Energy Ohio's customer and billing software system (CMS) automatically keeps
20 track of the customer's bills, payments received, notices for DNP, and DNP orders when
21 a customer fails to make the minimum payment required. The Service Delinquency DNP
22 Group would have taken over once a DNP order had been system-generated. At that time,

1 the DNP orders were generated by CMS and sent to our department for implementation
2 on a daily basis.

3 **Q. WHAT HAPPENED ONCE THOSE DNP ORDERS WERE GENERATED AND**
4 **SENT TO YOUR DEPARTMENT?**

5 A. Our supervisors would review the information and assign the DNP orders to the
6 appropriate DNP Workers like me to handle that day.

7 **Q. DID YOU HAVE AN ASSIGNED TERRITORY?**

8 A. No. The routes would be determined and assigned to the DNP Workers on a daily basis.

9 **Q. DID YOU HANDLE DNP ORDERS FOR BOTH GAS AND ELECTRIC**
10 **SERVICES?**

11 A. Yes.

12 **Q. WHAT HAPPENED ONCE YOU WERE ASSIGNED THE SPECIFIC**
13 **CUSTOMERS WHOSE SERVICES WERE SUBJECT TO DISCONNECTION**
14 **FOR NONPAYMENT ON A PARTICULAR DAY?**

15 A. I would start by reviewing the customers' addresses so that I knew the areas in the service
16 territory where I would be going that day. I would then make sure that I had my laptop
17 that I used to record information about customers' accounts. I would also confirm that I
18 had information to provide in those instances where payment may be made to avoid
19 disconnection and sufficient copies of the day of disconnection notice.

20 **Q. PLEASE EXPLAIN THE PROCESS THAT YOU FOLLOWED FOR PURPOSES**
21 **OF RECORDING YOUR ASSIGNMENTS.**

22 A. I would record my activities related to each customer assignment the same way.
23 Immediately before I left the office for the first customer's location or left one customer's

1 house for another customer's house, I indicated on my laptop that I was "in route." Once
2 I arrived at a customer's property, I indicated on my laptop that I was "on site." After
3 completing a particular assignment, I would record the details of that assignment in my
4 laptop and then hit the "send" button to transmit the information to Duke Energy Ohio's
5 system. At that point, unless my assignments for the day were complete, I would indicate
6 that I was "in route" to the next customer's home.

7 **Q. PLEASE DESCRIBE THE PROCESS THAT OCCURRED IN 2011 FOR**
8 **PURPOSES OF COMPLETING AN ASSIGNMENT IN RESPECT OF A**
9 **RESIDENTIAL ELECTRIC ACCOUNT THAT WAS SCHEDULED FOR**
10 **DISCONNECTION FOR NONPAYMENT.**

11 A. As I mentioned above, once I arrived at the customer's home, I would indicate on my
12 laptop that I was "on site" and exit the truck. The first step was to attempt to make
13 contact with the customer or other adult at the premises. In order to do that, I would start
14 by ringing the doorbell and knocking on the door, allowing enough time for the customer
15 or another adult to get to and answer the door. If there was more than one door or if the
16 customer's account had a note about a specific door to use, I would try the other doors. If
17 I was able to make contact with the customer or other adult, I identified myself as a Duke
18 Energy Ohio employee and showed my Company badge. I then explained that the
19 customer's account was subject to disconnection for nonpayment, indicated that I was
20 there to complete that DNP order, and asked if they wanted to make a payment to avoid
21 the disconnection.

22 I did not accept or take any payments on behalf of customers while at the
23 premises. They either had to pay through the automated system over the telephone or at

1 one of the Company's authorized payment centers. If the preference was to make an
2 automated payment over the telephone, I either provided the number to call or assisted in
3 making the contact. However, if the customer or other adult only had cash, I directed
4 them to the nearest payment center, as identified on the laminated list of all payment
5 centers I carried with me. I also explained to the individual that they should call me
6 before the end of the business day and provide me with the receipt or confirmation
7 number for their payment. At that point, I would be able to contact Duke Energy Ohio to
8 confirm the payment or, by then, the DNP order would have been removed from the
9 system and my screen. If the DNP order was removed from the screen, I knew only that I
10 was no longer required to complete the DNP order that day.

11 **Q. WHAT HAPPENED IF YOU MADE CONTACT WITH THE CUSTOMER OR**
12 **OTHER ADULT BUT THEY DID NOT ELECT TO PAY THE REQUIRED**
13 **AMOUNT TO AVOID DISCONNECTION?**

14 A. It depended on the situation and the type of meter. As I understand, the electric service
15 account for Estill Easterling was supplied by a non-AMI meter and I will, therefore, focus
16 my testimony accordingly. If the customer gave me access to the electric meter and was
17 not threatening in any way, I handed the customer the day of disconnection notice and
18 went to the meter to execute the DNP order. A copy of the day of disconnection notice
19 used by Duke Energy Ohio during November 2011 is attached hereto as Attachment
20 JWD-1. That document is entitled "Disconnection of Service Ohio Winter Notice" and
21 identified as version "MAR-DODOH-W 09/11." Once I arrived at the meter, I started by
22 writing down the current read. Then I turned off the electric meter by opening the box,
23 putting plastic pieces over the bottom prongs to prevent electric from passing through the

1 meter and into the home, and then closing and locking the box. The actual disconnection
2 process generally took approximately one minute. At that point, I would return to my
3 truck and enter the meter read into my laptop and send the information back to Duke
4 Energy Ohio.

5 In those circumstances where the customer was hostile or threatening or otherwise
6 refused access to the meter, I left the premises and recorded the pertinent information in
7 my laptop.

8 **Q. WOULD THE PROCEDURES THAT YOU JUST DESCRIBED BE ANY**
9 **DIFFERENT IF AN ADULT, OTHER THAN THE CUSTOMER, WAS AT THE**
10 **PREMISES AND RESPONDED TO YOUR PRESENCE?**

11 A. No. I would have followed the same procedure described above. I would have identified
12 myself and the reason for my visit, informed the person of the opportunity to avoid
13 disconnection by making payment, provided assistance they may have needed to
14 complete that payment, provided notice of the disconnection, and, if able, completed the
15 disconnection.

16 **Q. WHAT HAPPENED WHEN THERE WAS NO RESPONSE TO YOUR EFFORTS**
17 **TO MAKE CONTACT WITH THE CUSTOMER OR OTHER ADULT AT THE**
18 **PREMISES?**

19 A. The first thing I did was to leave the same day of disconnection notice described above
20 (Attachment JWD-1) at the premises. I would secure the notice in visible location so that
21 the customer and others living at the property would see and get the notice. For example,
22 if the entrance had both a screen door and an entry door, I would secure the notice
23 between the two doors. If there was just one entry door, I would tape the notice to that

1 door. I did not, under any circumstance, leave the notice in the mailbox. I had been
2 trained specifically not to put this or any other notice from Duke Energy Ohio in the
3 customer's mailbox.

4 Once I secured the disconnection notice in a visible location, I then confirmed
5 whether the meter was a non-AMI meter and, if so, whether I could access it. If I could
6 access the meter, either through an unlocked door or key that the customer had provided
7 to the Company, I disconnected the service in the same way that I previously described.
8 However, if I could not access and disconnect the non-AMI electric meter, I would leave
9 the premises since I was unable to complete the DNP order.

10 Upon returning to my truck, I would make the necessary notes into my laptop,
11 send the information back to Duke Energy Ohio, and proceed to my next location. At
12 that point, Duke Energy Ohio's system would know whether the DNP order was
13 completed and, if not, would schedule the disconnection order for another day.

14 **Q. HAVE YOU NOW DESCRIBED THE VARIOUS SCENARIOS THAT WOULD**
15 **OCCUR WHEN YOU ARRIVED AT A CUSTOMER'S HOME DURING 2011 TO**
16 **DISCONNECT THE CUSTOMER'S ELECTRIC SERVICE FOR**
17 **NONPAYMENT?**

18 A. Yes, with regard to non-AMI meters.

19 **Q. DO YOU RECALL DISCONNECTING THE ELECTRIC SERVICE IN THE**
20 **NAME OF ESTILL EASTERLING AT 11312 ORCHARD STREET,**
21 **CINCINNATI, OHIO, ON NOVEMBER 4, 2011, FOR NONPAYMENT?**

22 A. I do not recall completing that specific disconnection in 2011.

1 **Q. ARE YOU AWARE THAT DUKE ENERGY OHIO'S RECORDS INDICATE**
2 **THAT YOU WERE THE DNP WORKER WHO DISCONNECTED THE**
3 **ELECTRIC SERVICE IN THE NAME OF ESTILL EASTERLING AT 11312**
4 **ORCHARD STREET, CINCINNATI, OHIO, ON NOVEMBER 4, 2011, FOR**
5 **NONPAYMENT?**

6 A. Yes, I am aware of that.

7 **Q. WHEN YOU DISCONNECTED THE ELECTRIC SERVICE IN THE NAME OF**
8 **ESTILL EASTERLING AT 11312 ORCHARD STREET, CINCINNATI, OHIO,**
9 **ON NOVEMBER 4, 2011, FOR NONPAYMENT, DID YOU FOLLOW THE**
10 **PROCEDURES DESCRIBED IN THIS WRITTEN TESTIMONY?**

11 A. Yes.

12 **Q. HOW CAN YOU BE SO SURE?**

13 A. Because that is what I *always* did, based on my training and having repeated the process
14 hundreds of times during my employment as a DNP Worker. Since I was one of Duke
15 Energy Ohio's DNP Workers for approximately nineteen months, it is safe to say that I
16 visited multiple customers' homes and completed multiple DNP orders for electric and/or
17 gas service. In each of these instances, and regardless of the type of meter or service at
18 issue, I would attempt to make contact with either the customer or another adult at the
19 premises. If contact were made, identify myself and the reason for my visit, provide the
20 notice of disconnection, and inquire into whether payment could or would be made to
21 avoid disconnection. Depending on the type of meter, I would then determine if I was
22 able to access the meter and, if so, read the meter and disconnect the appropriate service.
23 If the disconnection was complete and no personal contact with the customer or another

1 adult could be made, I would have securely posted the day of disconnection notice at the
2 premises in a visible location. Before the leaving the premises, I would have recorded the
3 necessary information in my laptop.

4 **Q. ARE YOU SAYING THAT YOU ALSO LEFT A NOTICE AT THE PROPERTY**
5 **LOCATED AT 11312 ORCHARD STREET, CINCINNATI, OHIO, WHEN YOU**
6 **DISCONNECTED THE ELECTRIC SERVICE FOR NONPAYMENT ON**
7 **NOVEMBER 4, 2011?**

8 A. Absolutely. I did it every time – either I gave the notice to the customer or other person
9 living at the property or I securely attached the notice in a visible location, as previously
10 described. And since the electric service for Estill Easterling was disconnected on
11 November 4, 2011, I am certain that I left the notice entitled “Disconnection of Service
12 Ohio Winter Notice” and identified as version “MAR-DODOH-W 09/11” (copy attached
13 as Attachment JWD-1) at the property located at 11312 Orchard Street, Cincinnati, Ohio,
14 that day. I left that same “Disconnection of Service Ohio Winter Notice” every time
15 from October 15 through April 15 of the following year, without exception.

16 **III. CONCLUSION**

17 **Q. DOES THIS CONCLUDE YOUR PRE-FILED DIRECT TESTIMONY?**

18 A. Yes.



DISCONNECTION of SERVICE

Ohio Winter Notice

We regret that it was necessary to disconnect your utility service(s) because of the nonpayment of your account.

RESTORING SERVICE

If service has been disconnected for 10 business days or less

You can reconnect service(s) that has been disconnected for nonpayment by making a payment or providing proof of payment of the following:

- The amount stated on the disconnection notice located on your bill, or
- The past due amount of your extended payment plan, and
- A reconnection fee (if applicable), and
- A security deposit (if applicable).

Service will be restored as soon as possible, but may take up to 24 hours after payment and/or arrangements are made.

If service has been disconnected for more than 10 business days

Due to the length of time you were disconnected you may be treated as a new customer. You can reconnect service(s) that has been disconnected for nonpayment by making a payment or providing proof of payment for all of the following:

- The total past due amount
- Reconnection fee (if applicable)
- Security deposit (if applicable)

Service will be restored as soon as possible, but may take up to five days for gas and three days for electric after payment and/or arrangements are made.

Duke Energy may assess a reconnection charge of \$17.00 for gas services, \$25.00 for electric services. If reconnection is required for both services the fee will be \$38.00.

PAYMENT OPTIONS

- Other payment plans may be available, contact Customer Services at 513-651-5100 or 800-648-7777. (Monday through Friday 7:00 a.m. to 7:00 p.m. and Saturday 8:00 a.m. to 1:00 p.m.)
- To pay your bill by VISA, MasterCard, debit card or check please call 877-596-5068.
- You may also pay at a pay station. Please call Customer Service for a pay station near you, or visit our website at www.duke-energy.com.
- You may access and pay your bill online at www.duke-energy.com.

ENERGY ASSISTANCE

United Way Referral Service
Call 211

HeatShare
Administered by The Salvation Army
513-762-5636

Emergency Home Energy Assistance Program (EHEAP)
Contact local Community Action Agency

Home Energy Assistance Program (HEAP)
Contact your local Community Action Agency or
The Ohio Department of Development at 800-282-0880

WINTER RULE

During the period of October 17, 2011 through April 13, 2012, residential customers can avoid disconnection or have gas and/or electric service(s) restored, on a one time basis, by paying \$175.00 and enrolling in an extended payment plan. If your gas and/or electric service has been disconnected, a reconnection charge (if applicable) must be paid in addition to the \$175.00. A security deposit (if applicable) will be included on your next bill.

Please note: Funds from Energy Assistance Programs can be applied toward the \$175.00 Winter Rule payment.

If you have questions or need further information regarding this notice please contact Duke Energy's Customer Service department:

Customer Service: 513-651-5100
or 800-648-7777 (toll free)
7:00 a.m. to 7:00 p.m. Monday-Friday
8:00 a.m. to 1:00 p.m. Saturday

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Duke Energy or for general utility company information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 800-686-7826 (toll free) or for TTY at 800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

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Summary: Testimony Direct Testimony of Joshua W. Danzinger on Behalf of Duke Energy Ohio, Inc. electronically filed by Ms. E Minna Rolfes on behalf of Amy B. Spiller and McMahon, Robert A. and Duke Energy Ohio, Inc.