

**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.	)	

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**DIRECT TESTIMONY OF**

**MELISSA PORTER**

**ON BEHALF OF**

**DUKE ENERGY OHIO, INC.**

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December 30, 2015

## **TABLE OF CONTENTS**

	<b><u>PAGE</u></b>
<b>I. INTRODUCTION.....</b>	<b>1</b>
<b>II. DISCUSSION .....</b>	<b>3</b>
<b>III. CONCLUSION .....</b>	<b>9</b>

### **ATTACHMENTS:**

MP-1: 1Run-Level Component Report dated 9/30/11

MP-2: Duke Pink Ohio Residential Disconnection Notice MAR-DOHR-W 09/11

MP-3: Winter Heating Bill Assistance Notice (Residential) 10/11A

## **I. INTRODUCTION**

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

A. My name is Melissa Porter and my business address is 9700 David Taylor Drive, Charlotte, North Carolina 28262.

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

A. I am employed by Duke Energy Carolinas, LLC, an affiliate of Duke Energy Ohio, Inc. (Duke Energy Ohio or Company) as a Senior Revenue Analyst – Bill Presentation Team.

**Q. PLEASE BRIEFLY DESCRIBE YOUR EDUCATION BACKGROUND AND PROFESSIONAL EXPERIENCE.**

A. I graduated from Clemson University in May 1991 with a Bachelors of Science degree in Management. I have held many different roles within Duke Energy's Customer Contact Center since I joined Duke Energy in January 1993. From 1993 through 2001, I held various positions within Duke Energy's Customer Contact Center with respect to customer service, with a focus on receivables. Starting in 2001, I served as an Application Business Support Analyst I where I provided in-depth knowledge of Duke Energy's databases and software and acted as a subject matter expert for debt management functions within Duke Energy. Lastly, prior to my current position, I was an Application Business Support Analyst II (Application Business User Support Department) for five years (2005-2010). In this role, I provided query support for the Midwest, which includes Ohio, and the billing and customer account (CMS) software system used in that area. I also worked to implement a new paperless billing system and a new print distribution vendor system.

1 **Q. PLEASE SUMMARIZE YOUR RESPONSIBILITIES AS A SENIOR REVENUE**  
2 **ANALYST – BILL PRESENTATION TEAM.**

3 A. Currently, I serve as the Sr. Revenue Analyst—Bill Presentation Team. In this position, I  
4 maintain the contract for the Company's print vendor RR Donnelley. RR Donnelley  
5 prints all bills, bill inserts, letters, disconnection notices and other notices for Duke  
6 Energy Ohio customers. I am the first point of contact for any issues that may arise with  
7 respect to the printing of these written materials for Duke Energy Ohio. I have held this  
8 position since June 2010.

9 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE PUBLIC UTILITIES**  
10 **COMMISSION OF OHIO?**

11 A. No.

12 **Q. WHAT IS THE PURPOSE OF YOUR DIRECT TESTIMONY IN THIS**  
13 **PROCEEDING?**

14 A. The purpose of my direct testimony is to respond to allegations by the named  
15 Complainant that Duke Energy Ohio did not provide written notice to its customer of  
16 record on the account relevant to this case that the customer's account was subject to  
17 disconnection for nonpayment or notice of assistance available to customers should they  
18 wish to pursue such assistance. I also corroborate the information reflected within the  
19 subject customer's account as to the mailing of bills, disconnection notices, and other  
20 informational material to the customer. I am familiar with and have personal knowledge  
21 of the processes used by the Company and its print vendor, and explain how, as set forth  
22 in the records for the subject account, Duke Energy Ohio gave written notice to the

1 subject customer on two separate occasions in October 2011 that the account was subject  
2 to disconnection for nonpayment and also informed the customer of available assistance.

3 **II. DISCUSSION**

4 **Q. WHAT INFORMATION HAVE YOU REVIEWED IN CONNECTION WITH**  
5 **THIS CASE?**

6 A. It is my understanding that the Complainant disputes that Duke Energy Ohio sent two  
7 notices in October 2011 that the account in the name of Estill Easterling was subject to  
8 disconnection for nonpayment and further disputes that the Company informed its  
9 customer, Mr. Easterling, of assistance he could pursue. Therefore, I reviewed the  
10 customer's bill generated on or about October 4, 2011, and confirmed that the bill  
11 included a disconnection notice. As discussed further below, based on my experience  
12 working for Duke Energy, I knew that a separate pink residential disconnection notice  
13 would be inserted and sent with that customer's bill containing a disconnection notice. I  
14 also reviewed the information maintained in CMS and confirmed that, according to CMS,  
15 the Company mailed a separate final, ten-day notice on October 19, 2011, that the  
16 account would be disconnected for nonpayment. As I further discussed below, I also  
17 reviewed my available records for purposes of determining whether there were any  
18 anomalies in respect of the residential mailings made in October 2011 by RR Donnelley  
19 for Duke Energy Ohio.

20 **Q. IS THERE OTHER INFORMATION THAT YOU REVIEWED?**

21 A. I contacted the Company's print vendor, RR Donnelley, to obtain information that would  
22 corroborate the customer account information and to further verify that Duke Energy  
23 Ohio had, in fact, sent the two disconnection notices to the customer on this account,

1 Estill Easterling, in October 2011 and had provided information as to assistance available  
2 to the customer.

3 **Q. PRIOR TO CONTACTING RR DONNELLEY, WERE YOU FAMILIAR WITH**  
4 **THEIR PRACTICES AND PROCEDURES?**

5 A. Yes. As Duke Energy Ohio's primary contact with RR Donnelley over the past five  
6 years, I am familiar with their practices and procedures when it comes to printing and  
7 sending monthly bills, bill inserts, disconnection notices, and other information to Duke  
8 Energy Ohio's customers. I know how the Company provides information to RR  
9 Donnelley, how RR Donnelley prepares for and tests the setup for inserts to be printed  
10 and mailed each month with the residential customers' bills, how RR Donnelley prints  
11 and mails other notices for the Company, and how RR Donnelley and Duke Energy Ohio  
12 audit that process to verify its accuracy as print/mail jobs are completed.

13 **Q. PLEASE EXPLAIN THIS PROCESS.**

14 A. Generally speaking, CMS provides information to RR Donnelley with respect to  
15 particular jobs that RR Donnelley must print and mail for Duke Energy. In the case of  
16 residential customers of the Company, CMS generates a particular electronic file based  
17 on the relevant customer information and sends that electronic file to RR Donnelley. For  
18 those residential customers in Ohio whose service is subject to disconnection for  
19 nonpayment, as more fully explained below, RR Donnelley runs a monthly test to  
20 confirm that its system is setup to print the customer's bill containing a disconnection  
21 notice and the pink residential disconnection notice to be inserted with that bill, along  
22 with other bill inserts. RR Donnelley sends that audit report at the end of each month to  
23 show that its system is configured correctly. RR Donnelley does not do monthly audit

1 reports for other print jobs it does for the Company. Instead, RR Donnelley prints and  
2 mails the documents based on the information provided by CMS, and then only sends a  
3 report back to Duke Energy if there are any problems or errors with a particular print job.

4 **Q. NOW PLEASE EXPLAIN THE PROCESS RELEVANT TO THE ACCOUNT AT**  
5 **ISSUE IN THIS CASE.**

6 A. In explaining the process, I will begin the preparation for the mailings that the Company  
7 was sending to its customers in October 2011. Attached hereto as Attachment MP-1 is a  
8 document entitled "1Run-Level Component Report." This document is the audit report  
9 that RR Donnelley generated on September 30, 2011, and sent to Duke Energy Ohio in  
10 the ordinary course of business. This report relates only to the printing and mailing of  
11 bills and bill inserts that RR Donnelley was preparing to generate and send in October  
12 2011 to the Company's residential customers in Ohio who were subject to disconnection  
13 for nonpayment.

14 As indicated on Attachment MP-1, there were 6,020 outside mail envelopes  
15 (OMEs) that RR Donnelley was preparing to send on behalf of Duke Energy Ohio during  
16 October 2011. Within those 6,020 OMEs, RR Donnelley was preparing to print and insert  
17 customer bills totaling 12,049 pages. Consistent with the project's purpose, all of these  
18 residential bills included the notice to the customer that their natural gas and/or electric  
19 services were subject to disconnection for nonpayment. The logic of RR Donnelley's  
20 printing and sorting system knew how to generate those bills and separate them into the  
21 OMEs.

22 Additionally, immediately below the information about the number of OMEs is  
23 information about the inserts being included with the customer's bills. The audit report

1 identifies that all of the 6,020 OMEs would include the bill inserts described as Holiday  
2 Train envelope [version 10/11G] and Duke Energy Ohio's pink Ohio residential  
3 disconnection notice. Attachment MP-1 specifically identifies the version of that pink  
4 Ohio residential disconnection notice as "MAR-DOHR-W 09/11." A copy of that notice  
5 is attached hereto as Attachment MP-2. Since I already explained that there were 6,020  
6 OMEs to be printed and mailed by RR Donnelley in October 2011, this information  
7 confirms that, as of September 30, 2011, RR Donnelley was prepared to print and insert a  
8 pink Ohio residential disconnection notice into each of the OMEs being sent to the  
9 Company's residential customers in connection with this project.

10 Attachment MP-1 also identifies other bill inserts that RR Donnelley was  
11 prepared to print and insert into the OMEs during October 2011, including: 4,813  
12 Disconnect Remit notices; 5,979 Winter Heating Bill Assistance (Residential) notices  
13 [version 10/11A]; and 5,947 Gas Customer Choice inserts [version 10/11B]. The Winter  
14 Heating Bill Assistance notice is attached hereto as Attachment MP-3. As you can see,  
15 not all of the 6,020 OMEs were scheduled to receive these additional bill inserts. As but  
16 one example, not every customer needed to get the Disconnect Remit envelope, as it  
17 depended on how a customer's account was set up. Again, the logic of RR Donnelley's  
18 printing and sorting system knew how to print and insert these various documents into the  
19 correct OME. This information further confirms that, as of September 30, 2011, RR  
20 Donnelley was prepared to print and insert these inserts into the appropriate OMEs being  
21 sent to the Company's residential customers in connection with this project.

22 **Q. WHAT IS THE PURPOSE OF THE REPORT ATTACHED HERETO AS**  
23 **ATTACHMENT MP-1?**



1 A. Attachment MP-1 serves as an audit report relative to the work performed by RR  
2 Donnelley. As the Company's main contact for its relationship with RR Donnelley, I  
3 receive this report at the end of each month to confirm that RR Donnelley is prepared to  
4 send the accurate information to Duke Energy Ohio's customers the following month. In  
5 reviewing this report, I knew that, as September 30, 2011, RR Donnelley had the accurate  
6 information for the billing and related information that must be printed and mailed to  
7 residential customers in Ohio who were subject to disconnection of their utility services  
8 for nonpayment. This particular audit report reflects that RR Donnelley had the accurate  
9 information, tested its system, and was prepared to print, sort, and mail all of the bills  
10 containing disconnection notices and bill inserts, including the pink Ohio residential  
11 disconnection notice, to that segment of the Company's Ohio residential customers who  
12 were subject to disconnection for nonpayment during October 2011. The report further  
13 confirms that, within the bill inserts, was the Winter Heating Bill Assistance insert.

14 **Q. DOES RR DONNELLEY PROVIDE DUKE ENERGY OHIO WITH ANY**  
15 **INFORMATION ON AN ONGOING BASIS AS VARIOUS PRINT JOBS ARE**  
16 **COMPLETED?**

17 A. Yes, I receive daily audit emails from RR Donnelley. Those daily audit emails identify  
18 information similar to the information set forth in Attachment MP-1 with respect to the  
19 data received from Duke Energy Ohio, the type of paper to be used, and the specific  
20 documents to be printed and mailed to the Company's customers. Due to the passage of  
21 time, I no longer possess the daily audit e-mails from October 2011 no longer exist.  
22 Rather, in 2011, such daily e-mails would have been retained for a period of two years.

1 **Q. ALTHOUGH THE DAILY AUDIT E-MAILS FROM OCTOBER 2011 NO**  
2 **LONGER EXIST, IS THERE ANY OTHER WAY FOR YOU TO CONFIRM**  
3 **THAT RR DONNELLEY PRINTED AND MAILED ALL BILLS AND**  
4 **DISCONNECTION NOTICES AND, AS NOTED, OTHER BILL INSERTS**  
5 **DURING OCTOBER 2011?**

6 A. Yes. Duke Energy Ohio's customer account system maintains customer-specific  
7 information about notices sent to its customers. Therefore, in this case, the information  
8 within the Company's CMS system for Estill Easterling would reflect certain information  
9 sent to the customer and dates on which such information was sent. Duke Energy Ohio  
10 witness Mitch Carmosino testifies about the CMS records relevant to this case. In  
11 addition, if there are problems with any of RR Donnelley's print jobs, I report those  
12 problems on a log that I maintain for purposes of overseeing and managing Duke Energy  
13 Ohio's relationship with its print vendor RR Donnelley.

14 **Q. DID YOU RECORD ON THAT LOG ANY ISSUES WITH RR DONNELLEY'S**  
15 **PRINT JOBS FOR THE BILLS, DISCONNECTION NOTICES, AND OTHER**  
16 **BILL INSERTS TO THE COMPANY'S RESIDENTIAL CUSTOMERS IN OHIO**  
17 **DURING OCTOBER 2011?**

18 A. No. I reviewed my log in connection with the preparation of this written testimony. I did  
19 not see any entries for October 2011 with respect to any of RR Donnelley's print jobs. In  
20 particular, I did not see any entries in the error log for when RR Donnelley printed and  
21 mailed the bills containing disconnection notices to Duke Energy Ohio's residential  
22 customers in Ohio whose services were subject to disconnection for nonpayment. I also  
23 did not see any errors in the log for when RR Donnelley printed and mailed the final, ten-

1 day disconnection notice to Estill Easterling on October 19, 2011. Again, had there been  
2 a problem with either print job, I would have been notified of the problem and recorded  
3 the problem in the error log.

4 **Q. WHAT DOES THAT TELL YOU?**

5 A. RR Donnelley did exactly what it was supposed to do during October 2011. It accurately  
6 printed, sorted, and mailed all of the bills, disconnection notices, and other bill inserts to  
7 those residential customers in Ohio whose services were subject to disconnection for  
8 nonpayment, and RR Donnelley also accurately printed, sorted, and mailed the final, ten-  
9 day disconnection notices to that portion of those same residential customers in Ohio  
10 whose services remained subject to disconnection.

11 **Q. WOULD THAT NECESSARILY INCLUDE THE BILL CONTAINING THE**  
12 **DISCONNECTION NOTICE AND SEPARATE FINAL, TEN-DAY NOTICE**  
13 **THAT WERE SENT TO ESTILL EASTERLING IN THIS CASE DURING**  
14 **OCTOBER 2011?**

15 A. Yes. If there was any problem with RR Donnelley's printing and mailing of the bill  
16 containing the disconnection notice and the pink disconnection billing insert to Estill  
17 Easterling or the final, ten-day notice, I would have received an audit email from RR  
18 Donnelley and recorded that issue in the log that I maintain, which did not happen.

19 **III. CONCLUSION**

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

21 A. Yes.

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1RUN-LEVEL COMPONENT REPORT

OCLIENT: Duke (dke)  
PROJECT: Duke Ohio Residential Disconnects (snmw)  
ORDER: 8282-1005-1263  
DATE/TIME: 09-30-2011/11: 11: 17

OPAPERS:

STOCKCODE	COUNT	DESCRIPTION
250087	12049	paper1
-----		
	12049	
=====		

OOMES:

STOCKCODE	COUNT	DESCRIPTION
403111	6020	Holiday Train OME
-----		
	6020	
=====		

OINSERTS:

STOCKCODE	COUNT	DESCRIPTION
100161	4813	Disconnect Remit
351392	5979	Winter Heating Bill Asst. (Residential) 10/11A
351393	5947	Gas Customer Choice (Gas Customers) 10/11B
351395	6020	Holiday Train (All Customers) 10/11G
351404	6020	Duke Pink OH Res Disc MAR-DOHR-W 09/11
-----		
	28779	
=====		

1COPY-LEVEL COMPONENT REPORT

OCLIENT: Duke (dke)  
PROJECT: Duke Ohio Residential Disconnects (snmw)  
ORDER: 8282-1005-1263  
DATE/TIME: 09-30-2011/11: 11: 17

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OCOPY: 01 - copy 01

OPAPERS:

TRAY	STOCKCODE	COUNT	DESCR I PT I ON
tray1	250087	12049	paper1

-----  
12049  
=====

OOMES:

STOCKCODE	COUNT	DESCR I PT I ON
403111	6020	Hol i day Train OME

-----  
6020  
=====

OI NSERTS:

STOCKCODE	COUNT	DESCR I PT I ON
100161	4813	Di sconnect Remi t
351392	5979	Wi nter Heating Bi ll Asst. (Resi denti al) 10/11A
351393	5947	Gas Customer Choi ce (Gas Customers) 10/11B
351395	6020	Hol i day Train (Al l Customers) 10/11G
351404	6020	Duke Pi nk OH Res Di sc MAR-DOHR-W 09/11

-----  
28779  
=====

1BATCH-LEVEL COMPONENT REPORT

OCLI ENT: Duke (dke)

PROJECT: Duke Ohi o Resi denti al Di ssconnects (snmw)

ORDER: 8282-1005-1263

DATE/TI ME: 09-30-2011/11: 11: 17

OCOPY: 01 - copy 01

OBATCH: A1D00101 - basebatch1

Automated Inserti ng

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Letters

Domestic Mail

0INSERTER: PB08STD

0	FEEDER	INSBIN	MODE	STOCKCODE	COUNT	DESCRIPTION
0	1-OME		F	403111	6020	Holiday Train OME
0	2	1	S	351393	5947	Gas Customer Choice (Gas
0	3	2	S	351395	6020	Holiday Train (All Customers)
0	4	3	S	351392	5979	Winter Heating Bill Asst.
0	5	4	S	100161	4813	Disconnect Remit
0	6	5			0	
0	7	6	S	351404	6020	Duke Pink OH Res Disc
0	8		F	SHEETS	12049	

## RESTORING SERVICE

**If your service has been disconnected you will be required to satisfy all of the following in order to restore service(s):**

- Pay the amount displayed on the Disconnection Notice located on your bill or the past due amount of any extended payment plan (including PIPP Plus).
- **If paying 10 days or more after the disconnection has occurred, the entire past due amount must be paid.**
- Pay a reconnection charge (if applicable). Gas \$17.00; Electric \$25.00. Both Services \$38.00.
- Pay a security deposit (if applicable) see "IMFORTANT" message box on the bill to determine if a deposit will be requested.

## DISPUTED BILLS

If you dispute the reason for disconnection please contact the Credit Department at the telephone number listed below.

## CONTACT INFORMATION

### Credit Department

**Available: 7:00 a.m. to 7:00 p.m. Monday-Friday  
8:00 a.m. to 1:00 p.m. Saturday**

**Telephone Numbers: 513-651-5100 or 800-648-7777**

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.pucoco.ohio.gov](http://www.pucoco.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.pucoccc.org](http://www.pucoccc.org).

## OHIO RESIDENTIAL

## DISCONNECTION NOTICE

According to our records your account is past due. To maintain your gas and/or electric service(s), please pay the amount noted on the enclosed bill. Please see the "IMFORTANT" message box in the body of the bill for the amount to pay and the date payment needs to be made to avoid disconnection.

**Or contact us before the date noted in the message box in the body of the bill to determine if you are eligible for other payment options.**

## AVOIDING DISCONNECTION

To avoid disconnection it will be necessary to satisfy one of the following options by the date noted on the bill:

- Pay the amount noted on your enclosed bill (see "IMFORTANT" message box in the body of the bill).
- Pay the required amount to set-up a payment plan (applicable to qualified customers only).
- Provide a Medical Certificate (See information on Page 2).

*To learn more about how to maintain your gas and/or electric service(s), please review the additional information in this notice and/or contact our Credit Department at 513-651-5100 or 800-648-7777.*

**Please note: Failure to pay charges for products or services may result in the loss of those products and/or services.**



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**Please note: Failure to pay charges for products or services may result in the loss of those products and/or services.**



## EXTENDED PAYMENT PLANS

Residential customers may request one of the following Extended Payment Plans:

- **Percentage of Income Payment Plan (PIPP Plus)** - The income-based payment plan for income-eligible, residential customers served by regulated electric, gas, and natural gas utility companies.
- **One-Third Plan/Winter Heating Season Plan (WHS)**- This plan is offered November 1 through April 15. This plan requires the customer to pay one third of the total account balance each month.
- **One-Sixth Plan** - A plan that requires six equal payments on the arrearages in addition to full payment of the current bill.
- **One-Ninth Plan** - A plan that requires nine equal monthly payments on the arrearages in addition to a budget payment plan.
- **Separation of Service** - An extended payment plan to retain either gas or electric service as chosen by the customer.

## MEDICAL EMERGENCY

If disconnection of your residential gas and/or electric service would be especially dangerous to the health of a person who lives in your household, you may be able to postpone disconnection with a Medical Certification.

**A Medical Certification will prevent disconnection of service for 30 days or restore service if the Medical Certification form is received within 21 days from the date of disconnection and you enter into an Extended Payment Plan.**

You may apply for a Medical Certification by:

- Having a medical professional call our Credit Department.
- Requesting a Medical Certification form be sent to your medical professional.

## PAYMENT OPTIONS

Payments can be made by any of the following methods:

- Pay by phone with electronic check or credit card (VISA and MasterCard). Please call 877-596-5068.
- Pay at one of our Pay Stations. Please contact our Credit Department to locate a Pay Station near you, or visit our website at [www.duke-energy.com](http://www.duke-energy.com).
- Pay online at [www.duke-energy.com](http://www.duke-energy.com).
- If payment is made at the time of the disconnection visit a charge of \$15.00 will be assessed.

## ENERGY ASSISTANCE

Residential customers may contact United Way by calling 211 for energy assistance referral information.

## 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 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.

PIPP Plus customers using the Winter Rule may be required to pay a co-payment of up to \$50.00 per service.

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

## EXTENDED PAYMENT PLANS

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- **Percentage of Income Payment Plan (PIPP Plus)** - The income-based payment plan for income-eligible, residential customers served by regulated electric, gas, and natural gas utility companies.
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You may apply for a Medical Certification by:

- Having a medical professional call our Credit Department.
- Requesting a Medical Certification form be sent to your medical professional.

## PAYMENT OPTIONS

Payments can be made by any of the following methods:

- Pay by phone with electronic check or credit card (VISA and MasterCard). Please call 877-596-5068.
- Pay at one of our Pay Stations. Please contact our Credit Department to locate a Pay Station near you, or visit our website at [www.duke-energy.com](http://www.duke-energy.com).
- Pay online at [www.duke-energy.com](http://www.duke-energy.com).
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# Winter Heating Bill Assistance

## State of Ohio Utility Assistance Programs

### HEAP

The Home Energy Assistance Program (HEAP) may provide financial assistance to customers who meet the income qualifications displayed in the table below. Applications will be accepted through May 31, 2012.

### HWAP

The Home Weatherization Assistance Program (HWAP) may provide weatherization assistance year-round for customers who meet the income qualifications.

To obtain an application for either or both programs

- visit your local Community Action Agency
- call Duke Energy at 800-544-6900 (TDD 800-686-1557)
- call the HEAP line directly at 800-282-0880
- call the HWAP line directly at 800-848-1300.

### WCP

The Winter Crisis Program (WCP) may provide financial assistance for heating bills to customers who

- meet the income qualifications displayed in the table below
- are faced with disconnection of their primary heat source
- have already had their service disconnected for nonpayment.

Applications for WCP are taken at Community Action Agency offices from November 1, 2011 to March 31, 2012, or until funds have been depleted.

#### Winter Crisis Program Eligibility Requirements:

Households with a gross income at or below 200 percent of the federal poverty guidelines are eligible for the Winter Crisis Program. A household with a total income during the past three months that is equal to or less than the following maximums may be eligible:

Size of Family	Monthly	13-weeks	Yearly
1	\$1,815.00	\$5,445.00	\$21,780.00
2	\$2,451.66	\$7,355.00	\$29,420.00
3	\$3,088.32	\$9,265.00	\$37,060.00
4	\$3,725.00	\$11,175.00	\$44,700.00
5	\$4,361.66	\$13,085.00	\$52,340.00
6	\$4,998.34	\$14,995.00	\$59,980.00

Households with more than six members add \$637/mo. \$1,910 qtr., or \$7,640/yr. for each additional member.

### HeatShare Energy Fund

HeatShare is a Duke Energy sponsored program administered by The Salvation Army. Eligibility for HeatShare assistance is determined, in part, by household income. The Salvation Army will take applications for HeatShare from January 17 through April 15, 2012, or until funds are depleted.

For additional information or to apply for assistance, please call The Salvation Army at 513-762-5636.

Energy/Bill Management Opportunities

**Home Weatherization** – Weatherizing your home can help lower heating costs by keeping cold drafts out while reducing the amount of warm air that escapes. The following programs are available for income-qualified customers:

*Duke Energy Program*

People Working Cooperatively manages the enrollment and qualification of Duke Energy customers for free home weatherization improvements. To apply, call 513.351.7921.

*Community Action Agency Programs*

To apply for funds, contact your local Community Action Agency.

**Extended Payment Arrangements** – Payment plans are available if you have difficulty paying your entire bill.

Resource/Referral Agencies

**County Departments of Job and Family Services** – Emergency funds are sometimes available for utility bills. For more information, refer to the telephone numbers listed below.

**United Way** – While the United Way does not have funds available to meet utility needs, they can refer you to other organizations that may provide assistance with your utility bill or other problems.

**Council on Aging** – If you’re 60 or older and think you may have problems paying your heating bills this winter, the Council on Aging wants to help you find assistance. Call 513.721.1025.

**Assistance for Telephone Bills** – If you qualify for HEAP, you may also be eligible for telephone bill assistance. Contact your local phone company to learn more.

Community Action Agencies

County	Telephone Number	County	Telephone Number
Adams	937-695-0316 800-233-7891	Hamilton	513-569-1850
Brown	937-378-6041 800-553-7393	Highland	937-393-3458
Butler	513-868-9300 888-432-7022	Warren County Community Services	Toll free 866-747-1042
Clermont	513-732-2277	Lebanon	513-695-2295
Clinton	937-382-5667 937-382-1234	Franklin	937-425-2295
		Middletown	513-261-2295

United Way Information and Referral Service

If your county is not listed, you may call the Hamilton County number.

County	Telephone Number	County	Telephone Number
Brown	211 or 513-721-7900	Hamilton	211 or 513-721-7900
Butler	211 or 513-785-3095	Warren	
Middletown	211 or 513-261-2237	Lebanon	513-695-2237
Clermont	211 or 513-721-7900	Franklin	937-425-2237

Department of Job and Family Services

County	Telephone Number	County	Telephone Number
Adams	937-544-2371	Clinton	937-382-0963
Brown	937-378-6104	Hamilton	513-946-1000
Butler		Highland	937-393-4278
Hamilton/Fairfield	513-887-4000 800-582-4267	Warren County Human Services	
Middletown	513-425-8625	Lebanon	513-695-1420
Clermont	513-732-7111	Franklin	937-425-1420
		Middletown	513-261-1420

Contact:

513-651-5100 / 800-648-7777

7:00 a.m. to 7:00 p.m. Mon. - Fri.

8:00 a.m. to 1:00 p.m. Sat.



www.duke-energy.com

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Summary: Testimony Direct Testimony of Melissa Porter 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.