

**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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**PUBLIC VERSION**

**MITCHELL A. CARMOSINO-DIRECT TESTIMONY**

**ON BEHALF OF**

**DUKE ENERGY OHIO, INC.**

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December 30, 2015

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### **ATTACHMENTS:**

MAC-1: Monthly bill for Account No. 0120-0420-20-5 prepared September 2, 2011

MAC-2: Monthly bill for Account No. 0120-0420-20-5 prepared October 4, 2011

MAC-3: Duke Pink Ohio Residential Disconnection Notice MAR-DOHR-W 10/11

MAC-4: Final Disconnection Notice M13-49-W-R47

MAC-5: Monthly bill for Account No. 0120-0420-20-5 prepared August 4, 2011

MAC-6: CMS Records

## **I. INTRODUCTION**

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

A. My name is Mitchell A. Carmosino 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 employed by Duke Energy Business Services LLC (DEBS), as Manager, Residential Accounts, Receivable Operations. DEBS provides various administrative and other services to Duke Energy Ohio, Inc., (Duke Energy Ohio or Company) and other affiliated companies of Duke Energy Corporation.

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

A. I have taken a number of post-secondary or college-level courses at both the University of Cincinnati and Cincinnati State, including business management classes.

I have spent the last twenty-six years with Duke Energy Ohio and its predecessor or affiliated companies in positions of increasing authority related to residential utility service billing and related matters. The more relevant positions in which I have served the Company and its affiliates began in 2007. At that time, I became an Application Business Support Analyst II. In this role, I worked closely with various information technology used by the Company, and affiliates in the Midwest, and the billing and customer account (CMS) software system used in that area. In 2010, I became a Senior Business Operations Analyst in the Accounts Receivable System and Processes Department. I was then promoted, in 2012, to Supervisor of Accounts Receivable Metric and Regulatory Reporting and Accounts Receivable, Ohio Operations. In that role, I

1 managed more than twenty employees and served as the Company's accounts receivable  
2 liaison with the Staff of the Public Utilities Commission of Ohio (Commission), among  
3 other capacities. Most recently, in late 2015, I assumed the role of Manager, Accounts  
4 Receivable Residential Operations. As such, I am responsible for managing the accounts  
5 receivable operations of the Company, and its affiliates in the Midwest, which  
6 necessarily includes residential customer accounts.

7 **Q. HAVE YOU PREVIOUSLY TESTIFIED BEFORE THE COMMISSION?**

8 A. Yes, I have submitted written testimony to the Commission, but I have not provided live  
9 testimony.

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

12 A. The purpose of my direct testimony is to explain the Company's policies and practices, as  
13 they existed in 2011, for disconnecting residential customers for nonpayment of their  
14 utility bills. I will also explain how Duke Energy Ohio complied with all applicable rules  
15 and regulations with respect to the disconnection of the electric service for nonpayment  
16 to the account in the name of Estill Easterling at 11312 Orchard Street, Cincinnati, Ohio  
17 (the Property) on November 4, 2011.

18 **II. DISCUSSION**

19 **Q. IN THE VARIOUS POSITIONS THAT YOU HAVE HELD IN THE AREA OF**  
20 **CUSTOMER AND REVENUE SERVICES, ARE YOU FAMILIAR WITH THE**  
21 **COMMISSION'S REGULATIONS CONCERNING DISCONNECTIONS FOR**  
22 **NONPAYMENT?**

1 A. Yes. I am familiar with those regulations as they determine Duke Energy Ohio's practices  
2 and procedures with regard to disconnections. Indeed, in my position and in order to  
3 perform my daily functions in respect of utility billing and related practices, I must know  
4 and understand the application of the Commission's regulations.

5 **Q. IS A PUBLIC UTILITY, SUCH AS DUKE ENERGY OHIO, PERMITTED TO**  
6 **DISCONNECT A RESIDENTIAL CUSTOMER'S SERVICE BECAUSE OF**  
7 **NONPAYMENT?**

8 A. Yes. Although there are certain requirements for doing so, which I discuss later in my  
9 testimony, a utility company is authorized to disconnect service for nonpayment of  
10 regulated services.

11 **Q. WHEN IS A RESIDENTIAL ACCOUNT ELIGIBLE FOR DISCONNECTION**  
12 **FOR NONPAYMENT?**

13 A. The account must be delinquent, as defined under Commission regulation. Pursuant to  
14 O.A.C. 4901:1-18-04, an account is considered delinquent when the "customer has not  
15 made full payment or arrangements for payment by the due date, for any given bill  
16 containing a previous balance for regulated services provided by the utility company." It  
17 must be remembered that utility services are billed after the services have been consumed  
18 and payment is due no earlier than twenty-one days after the date of postmark. So, in  
19 paying on their due date, a customer is paying almost sixty days after the utility service  
20 has been consumed. A customer who has not paid their bill, in full, or otherwise made  
21 payment arrangements by the due date is subject to disconnection procedures, as  
22 authorized under Commission regulation.

1 **Q. IN 2011, DID DUKE ENERGY OHIO CONSIDER EVERY RESIDENTIAL**  
2 **ACCOUNT FOR WHICH FULL PAYMENT HAS NOT BEEN RECEIVED BY**  
3 **THE DUE DATE DELINQUENT SUCH THAT IT WAS SUBJECT TO**  
4 **DISCONNECTION?**

5 A. No. Although the Commission's regulations permitted the Company to do so, it did not.  
6 Rather, for those customers with arrears, the arrears on the account needed [REDACTED]  
7 [REDACTED] before a residential customer's account would be subject to the  
8 Company's disconnection procedures.

9 **Q. YOU HAVE REFERENCED "CUSTOMER" IN YOUR TESTIMONY. IS THAT A**  
10 **DEFINED TERM UNDER COMMISSION REGULATION AND, IF SO, IS THE**  
11 **TERM RELEVANT TO YOUR RESPONSIBILITIES FOR DUKE ENERGY**  
12 **OHIO?**

13 A. Yes. The Commission's regulations regarding disconnection identify those circumstances  
14 in which a residential customer's service may be disconnected and the corresponding  
15 rights and obligations of a customer whose service is delinquent and, as a result, subject  
16 to disconnection. The definition of a customer is one that I must understand for purposes  
17 of fulfilling my responsibilities for Duke Energy Ohio and adhering to these Commission  
18 regulations.

19 **Q. HOW IS A "CUSTOMER" DEFINED FOR PURPOSES OF THE**  
20 **COMMISSION'S REQUIREMENTS FOR DISCONNECTION FOR**  
21 **NONPAYMENT?**

1 A. As defined in the version of O.A.C. 4901:1-18-01 in effect in 2011, a “‘customer’ means  
2 any person who enters into an agreement, whether by contract or under a tariff, to  
3 purchase: electric, gas, or natural gas utility service.”

4 **Q. UNDER COMMISSION REGULATION, IS A CUSTOMER DIFFERENT THAN**  
5 **A CONSUMER?**

6 A. Yes. Again, referring to the Commission regulation in effect in 2011, a “‘consumer’  
7 means any person who is an ultimate user of electric, gas, or natural gas utility service.”

8 **Q. PLEASE DISCUSS THE INITIATION OF A RESIDENTIAL DISCONNECTION**  
9 **FOR NONPAYMENT BETWEEN AUGUST 4, 2011, AND NOVEMBER 4, 2011,**  
10 **THE DATES RELEVANT TO THIS PROCEEDING.**

11 A. In order to discuss these procedures, it is important to first distinguish between different  
12 time periods given that requirements were not uniform throughout the year. The  
13 Commission’s regulations, in 2011, defined the winter heating season as “the time period  
14 from November first through April fifteenth.” The Commission also adopted its Winter  
15 Reconnect Order, issued in Case No. 11-4913-GE-UNC (2011 Winter Reconnect Order).  
16 The 2011 Winter Reconnect Order, applied to the period between October 17, 2011, and  
17 April 13, 2012.

18 As I previously mentioned, Duke Energy Ohio is permitted, under Commission  
19 regulation, to disconnect a residential customer for nonpayment when that customer’s  
20 utility account is delinquent. The Company, however, did not [REDACTED]  
21 [REDACTED]. Rather, if the account [REDACTED]  
22 [REDACTED], it would be eligible for disconnection. Additionally, as noted on  
23 the utility bill prepared for Estill Easterling on September 2, 2011, the Company may first

1 send a "Reminder Notice" to the customer, reminding them that their utility bill was past  
2 due. A copy of the utility bill prepared for Mr. Easterling on September 2, 2011, is  
3 attached hereto as Attachment MAC-1. The Reminder Notice would be sent to customers  
4 who, as of that date, [REDACTED] with the Company, for purposes of  
5 prompting payment and avoiding a possible disconnection.

6 **Q. IF PAYMENT IS NOT MADE ON THE ACCOUNT FOLLOWING THE**  
7 **INCLUSION OF A REMINDER NOTICE ON THE UTILITY BILL, WHAT**  
8 **WOULD HAVE NEXT OCCURRED BACK IN 2011?**

9 A. If the utility account was still delinquent, the next utility bill mailed to the customer  
10 would include conspicuous language of the possibility of disconnection. The notice of  
11 potential disconnection for nonpayment is prominently reflected within the body of the  
12 customer's monthly bill. The Company would also include, with that bill, a pink bill  
13 insert entitled "Ohio Residential Disconnection Notice." This bill insert provided  
14 additional information in respect of possible disconnection. Attached hereto as  
15 Attachment MAC-2 is a copy of the utility bill mailed to Estill Easterling at 11312  
16 Orchard Street, Cincinnati, Ohio, on October 4, 2011. Attachment MAC-3 is the pink bill  
17 insert that was included with the utility bill mailed on October 4. Although I discuss these  
18 documents in greater detail later in my testimony, I wanted to note them here for  
19 illustrative purposes as they reflect the first, and perhaps only, notice of disconnection  
20 provided by Duke Energy Ohio in 2011, pursuant to O.A.C. 4901:1-18-06(A).

21 **Q. YOU HAVE MENTIONED THE POTENTIAL FOR SUBSEQUENT NOTICES**  
22 **TO BE PROVIDED. PLEASE IDENTIFY THE CIRCUMSTANCES UNDER**



1       **WHICH A SECOND NOTICE OF DISCONNECTION WOULD BE PROVIDED**  
2       **TO A CUSTOMER.**

3    A.     During the winter heating season, as defined under Commission regulation, if payment or  
4           payment arrangements were not made to prevent disconnection, a second notice is to be  
5           provided to the customer. This notice, which the Commission allowed in 2011 to be made  
6           in 2011 via telephone, hand delivery, or regular mail, may be referred to as the ten-day  
7           notice. It was Duke Energy Ohio's practice in 2011 to refer to this notice as a Final  
8           Disconnection Notice and to send that notice by regular mail. Attached hereto as  
9           Attachment MAC-4 is a copy of the form Final Disconnection Notice that was mailed to  
10          Estill Easterling at 11312 Orchard Street, Cincinnati, Ohio on October 19, 2011. Again, I  
11          discuss this notice in greater detail below but identify this attachment as illustrating the  
12          content of the ten-day notice provided by Duke Energy Ohio in 2011.

13   **Q.     ATTACHMENT MAC-3 (THE PINK "OHIO RESIDENTIAL DISCONNECTION**  
14       **NOTICE") AND ATTACHMENT MAC-4 (FINAL DISCONNECTION NOTICE)**  
15       **BOTH REFERENCE PAYMENT PLANS. PLEASE DESCRIBE DUKE ENERGY**  
16       **OHIO'S PROCESS IN 2011 FOR PROVIDING CUSTOMERS THE OPTION TO**  
17       **MAKE PAYMENT PLANS.**

18   A.     The Company complied with the Commission's regulations as set forth in O.A.C.  
19           4901:1-18-05 and 4901:1-18-06(A)(5)(g). The pink bill insert entitled "Ohio Residential  
20           Disconnection Notice" (Attachment MAC-3) provides detailed information to customers  
21           with respect to various payment plans and payment options available to residential  
22           customers in Ohio. Attachment MAC-3 also contains information about the

1 Commission's Winter Reconnect Order, which is commonly referred to as the Winter  
2 Rule.

3 With respect to O.A.C. 4901:1-18-05, it is important to note that the rule is only  
4 triggered "[u]pon contact by a customer whose account is delinquent or who desires to  
5 avoid a delinquency." Delinquent customers must contact Duke Energy Ohio; the  
6 Company is not obligated, under Commission regulation, to initiate the contact. In  
7 addition, all payment plans must be agreed to by Duke Energy Ohio and the customer.  
8 That necessarily includes the one-third payment plans under O.A.C. 4901:1-18-05(B)(3)  
9 entitled "Winter heating season plan." If a delinquent customer contacts the Company  
10 from November 1 through April 15 of the following year in connection with any unpaid  
11 gas and/or electric usage, Duke Energy Ohio will offer the one-third payment plan  
12 required by that rule. However, residential customers do not automatically get put on any  
13 payment plan – including the one-third "Winter heating season plan" – simply by making  
14 a partial payment at any time and without actually contacting the Company.

15 With respect to O.A.C. 4901:1-18-06(A)(5)(g), the Company explains appropriate  
16 options for payments including the Percentage of Income Payment Plan for income-  
17 eligible customers, as well as the one-third payment plan for bills including usage during  
18 the winter heating season (as noted above) and the one-sixth and one-ninth payment plans  
19 that customers may chose at any time during the year. Finally, the Company also informs  
20 customers that it will make reasonable extensions of time or other extended payment  
21 plans on terms agreeable to both the customer and the utility, as required by O.A.C.  
22 4901:1-18.

1 **Q. IN 2011, DID DUKE ENERGY OHIO PROVIDE THE TEN-DAY NOTICE**  
2 **BEGINNING NOVEMBER 1, 2011, FOR THOSE DELINQUENT ACCOUNTS,**  
3 **ELIGIBLE FOR DISCONNECTION, FOR WHICH FULL PAYMENT OR**  
4 **PAYMENT ARRANGEMENTS HAD NOT BEEN MADE?**

5 A. Yes. The Company started providing this notice beginning October 3, 2011, prior to the  
6 start of the winter heating season, as defined under Commission regulation. This was  
7 done in order to avoid customer confusion and ensure compliance with the rule. Indeed,  
8 references to the winter heating season, the Winter Rule, and the Winter Reconnect Order  
9 can be confusing to the average customer. In an effort to reduce or eliminate confusion  
10 that could arise from the successive receipt of different pieces of information and to  
11 ensure customers would have been timely informed of the options available to them,  
12 including those under the Winter Reconnect Order, the Company provided the notice  
13 prior to November 1.

14 **Q. HOW DID THE COMPANY SELECT OCTOBER 3, 2011, AS THE DATE ON**  
15 **WHICH TO BEGIN MAILING THE TEN-DAY NOTICE, AS REQUIRED**  
16 **DURING THE WINTER HEATING SEASON, AS DEFINED BY COMMISSION**  
17 **REGULATION?**

18 A. The winter heating season, as defined by Commission regulation, began on November 1,  
19 2011. The Company, therefore, provided the ten-day notice in connection with any  
20 residential account for which a disconnection for nonpayment order could have been  
21 worked beginning November 1. That enabled the Company to assure that all customers  
22 eligible for disconnection as of November 1 received a Final Disconnection Notice. If an  
23 order could first be worked on November 1, it would have been introduced into the work

1 queue the day prior, or October 31. Considering the length of the notice, the addition of  
2 three calendar days for mail (as required by the Commission), and the addition of another  
3 day for mail (as determined by Company practice), Duke Energy Ohio started mailing  
4 ten-day notices as of October 3, 2011.

5 **Q. HOW WAS THE TEN-DAY NOTICE PROVIDED IN 2011?**

6 A. Duke Energy Ohio mailed the Final Disconnection Notice to the customer at the service  
7 address on the account and to any third parties that the customer placed on the account.

8 **Q. YOU HAVE TALKED GENERALLY ABOUT THE PROCESS FOR PROVIDING**  
9 **NOTICE TO CUSTOMERS THAT THEIR ACCOUNT IS SUBJECT, IN THE**  
10 **FUTURE, TO DISCONNECTION FOR NONPAYMENT. TURNING TO THE**  
11 **ACCOUNT AT ISSUE IN THIS PROCEEDING, WHO WAS THE CUSTOMER?**

12 A. The Company's records reflect that gas and electric service was in the name of Estill  
13 Easterling at the Property on 11312 Orchard Street, Cincinnati, Ohio 45241. That  
14 account was assigned Account No. 0120-0420-20-5 (the Account). Therefore, Estill  
15 Easterling was the Company's customer on this Account. After this complaint was filed, I  
16 learned that Mr. Easterling was married to Dorothy Easterling and that he passed several  
17 years ago. Other people who lived at the same Property and used the utility services  
18 provide by the Company, such as decedents Dorothy Easterling and Estill Easterling,  
19 would have been "consumers," as defined by Commission regulation.

20 **Q. WAS THE COMPANY EVER CONTACTED BY DOROTHY EASTERLING TO**  
21 **TRANSFER THE UTILITY SERVICE AND BILL INTO HER NAME?**

22 A. No. I am not aware of any Duke Energy Ohio record indicating that Dorothy Easterling  
23 or anyone acting on her behalf contacted the Company for that purpose. Had that request

1        been made, we would have followed the procedures for establishing a new account in  
2        Mrs. Easterling's name.

3        **Q.    DID THE ACCOUNT IN THE NAME OF MR. EASTERLING BECOME**  
4        **DELINQUENT AND THUS ELIGIBLE FOR DISCONNECTION?**

5        A.    Yes. On August 4, 2011, Duke Energy Ohio prepared and mailed to Estill Easterling a  
6        bill in the amount of \$143.49 for the gas and electric services used from July 5, 2011,  
7        through August 3, 2011. A copy of that bill is attached hereto as Attachment MAC-5.  
8        The Company's records for this Account reflect that no payment was made in response to  
9        that bill prior to the due date of August 26, 2011, or before the date of the next bill.

10       When Duke Energy Ohio prepared and mailed that bill on September 2, 2011, the  
11       total amount owed on the Account was \$248.82. That included the unpaid charges of  
12       \$143.49 from the prior bill, a late payment charge of \$2.15, and the current usage of gas  
13       and electric on the Account from August 3, 2011, through September 1, 2011. A copy of  
14       that bill is attached hereto as Attachment MAC-1.

15       **Q.    DID THE SEPTEMBER 2011 BILL ON THIS ACCOUNT HAVE A**  
16       **DISCONNECTION NOTICE?**

17       A.    No. As I previously explained, because this Account [REDACTED]  
18       [REDACTED] Duke Energy Ohio provided this customer with a  
19       "Reminder Notice" on the September 2011 bill instead of a "Disconnection Notice."

20       **Q.    DID THE STATUS OF THIS ACCOUNT CHANGE?**

21       A.    Yes. As with the prior month, the Company's records for this Account reflect that no  
22       payment was made prior to the due date of September 27, 2011, or before the date of the  
23       next bill. Therefore, when Duke Energy Ohio prepared and mailed the next bill on

1       October 4, 2011, the total amount owed on the Account had increased to \$373.06. That  
2       included the unpaid charges of \$248.82 from the prior bill, a late payment charge of  
3       \$3.73, and the current usage of gas and electric on the Account from September 1, 2011,  
4       through October 3, 2011. Again, a copy of that bill is attached hereto as Attachment  
5       MAC-2.

6               The top of the first page of that bill reads "Disconnect Notice." In the middle of  
7       the first page of the that bill is a distinct box that provides: "IMPORTANT: Your  
8       service may be disconnected if your past due amount of \$248.82 is not paid before  
9       10/28/2011." That box also contains additional information about reconnection charges,  
10      security deposit, payment arrangements, and the customer's ability to retain gas or  
11      electric service on the Account.

12             In addition, the Company's policy and practice in 2011 was to include the pink  
13      bill insert attached hereto as Attachment MAC-2 and entitled "Ohio Residential  
14      Disconnection Notice" with every bill to a residential customer in Ohio whose gas and/or  
15      electric service was subject to disconnection for nonpayment. As Duke Energy Ohio  
16      witness Melissa Porter explains, the Company's records indicate that Duke Energy Ohio  
17      inserted, with the October 2011 bill, the pink bill insert attached hereto as Attachment  
18      MAC-2. Again, that bill insert provides detailed information about, among other things,  
19      a customer's ability to avoid disconnection, restore service, all required extended  
20      payment plans, payment options, and the customer's rights under the Winter Rule, or the  
21      Commission's 2011 Winter Reconnect Order.

22   **Q.   DID DUKE ENERGY OHIO RECEIVE THE PAYMENT OF \$248.82, WHICH**  
23   **WAS REQUIRED TO AVOID DISCONNECTION?**

1 A. No. The Company's records for this Account reflect that a *partial* payment of only  
2 \$143.49 was applied on October 12, 2011. Duke Energy Ohio did not receive any  
3 additional payments on this Account during October or the first several weeks of  
4 November 2011. Attached hereto as Attachment MAC-6 is information accessed through  
5 the CMS system on this Account [REDACTED]  
6 between August 2, 2011, and November 4, 2011.

7 **Q. DID THE PAYMENT OF \$143.49 CONSTITUTE A ONE-THIRD PAYMENT**  
8 **PLAN UNDER O.A.C. 4901:1-1-18-05(B)(3)?**

9 A. No. This payment was made before the winter heating season for 2011 commenced and  
10 O.A.C. 4901:1-1-18-05(B)(3) requires the one-third payment plan to be offered *during*  
11 the winter heating season for bills that contain usage from November first to April  
12 fifteenth.

13 **Q. DID ANYONE CONTACT DUKE ENERGY OHIO ABOUT PAYMENT PLAN**  
14 **OPTIONS FOR THE ACCOUNT AFTER DUKE ENERGY SENT THE**  
15 **OCTOBER 2011 BILL WITH THE DISCONNECTION NOTICE AND BILL**  
16 **INSERT?**

17 A. No. Although Duke Energy Ohio had provided information about the availability of  
18 payment plans through the disconnection notice and bill insert, no one contacted the  
19 Company in October 2011 about the disconnection of the Account or available payment  
20 plans.

21 **Q. HAD SOMEONE CONTACTED DUKE ENERGY OHIO IN 2011 ABOUT THE**  
22 **POTENTIAL DISCONNECTION OF THE ACCOUNT OR AVAILABLE**  
23 **PAYMENT PLANS, WOULD THE CMS SYSTEM REFLECT SUCH CONTACT?**

1 A. Yes. The CMS system reflects activity on the Account, including any contact with the  
2 Company about the Account and potential or actual disconnection of service. Thus, had  
3 someone contacted the Company about a potential disconnection of service to this  
4 Account, an account note would have been entered into the CMS system. Also, had a  
5 payment plan been entered into, the CMS system would have identified that fact as well  
6 as the key terms of the payment plan. Depending on when a payment plan would have  
7 been agreed to, there either would have been no need for a disconnect-for-nonpayment  
8 order to be created or that order would have been canceled. Attached hereto as  
9 Attachment MAC-6 is a CMS record on the Account reflecting that [REDACTED]  
10 [REDACTED]  
11 [REDACTED] by the customer or on his behalf.

12 **Q. BECAUSE THE AMOUNT NEEDED TO AVOID DISCONNECTION HAD NOT**  
13 **BEEN PAID, DID THE COMPANY PROVIDE THE TEN-DAY, OR FINAL**  
14 **DISCONNECTION, NOTICE THAT YOU PREVIOUSLY DISCUSSED?**

15 A. Yes. According to Company records, the Final Disconnection Notice was mailed to the  
16 Property on October 19, 2011. As previously mentioned, a copy of the notice that Duke  
17 Energy Ohio used in October 2011 is attached hereto as Attachment MAC-4. The actual  
18 notice mailed to Property would have been dated October 23, 2011, because the system  
19 was set up to add one additional day on top of the three calendar days for mail (as  
20 required by the Commission), Attachment MAC-6 confirms the mailing of the notice:  
21 the first page identifies October 19, 2011, as the date on which the “Final DNP Notice—  
22 Completion” took place; and the second page identifies both the “Date Entered” of  
23 October 19 and the “Status Date” of October 23, 2011. This notice provided information



1 about payment plans and options, as well as the 2011 Winter Reconnect Order. It also  
2 provided contact information for the Company, the Commission, the Office of the Ohio  
3 Consumers' Counsel, and social service agencies.

4 **Q. DID ANYONE CONTACT DUKE ENERGY OHIO BETWEEN OCTOBER 19**  
5 **AND NOVEMBER 4, 2011, IN CONNECTION WITH THIS ACCOUNT?**

6 A. No.

7 **Q. WHAT DOES THAT MEAN?**

8 A. For one, it means that the Account remained in disconnect status because the past due  
9 amount had not been paid. In addition, because Duke Energy Ohio's records for this  
10 Account do not reflect that anyone had contacted the Company, it was not possible for  
11 this Account to be put on an available payment plan. Again, no one – not the named  
12 customer of record, Dorothy Easterling, or any family member or attorney acting on any  
13 of their behalves – contacted Duke Energy Ohio at any time during late October or early  
14 November 2011 to discuss the delinquent Account, available payment plans, or payment  
15 options. In fact, no one contacted the Company during September 2011, either, even  
16 though the September 2011 bill included a "Reminder Notice," as I previously explained.

17 **Q. YOU HAVE PREVIOUSLY DISCUSSED THE NOTIFICATION PROVIDED TO**  
18 **THE CUSTOMER PRIOR TO THE ACTUAL DATE OF DISCONNECTION. IS**  
19 **THE DATE OF DISCONNECTION FOR THE ACCOUNT AT ISSUE IN THIS**  
20 **CASE IDENTIFIED IN THE COMPANY'S SYSTEM AND, IF SO, HOW?**

21 A. Because neither the required payment had been paid nor a payment arrangement entered  
22 into, the system would have processed a disconnect-for-nonpayment order fourteen days  
23 after October 19, 2011, the date on which the Final Disconnection Notice was mailed,

1 with such order issued the following day. As reflected on MAC-6, the disconnect-for-  
2 nonpayment order was issued in the system on November 3, 2011, and assigned to the  
3 field on November 4, 2011.

4 **Q. WAS THE ELECTRIC SERVICE DISCONNECTED AT THE PROPERTY ON**  
5 **NOVEMBER 4, 2011?**

6 A. Yes. As indicated in the account notes, Duke Energy Ohio witness Joshua Danzinger  
7 completed the disconnection of the electric service on November 4, 2011. Mr. Danzinger  
8 discusses the steps he would have taken in disconnecting the electric service, including  
9 the notice he provided, a copy of which is attached to his testimony as JAD-1.

10 **Q. DID ANYONE CONTACT DUKE ENERGY OHIO BETWEEN NOVEMBER 4**  
11 **AND NOVEMBER 20, 2011, IN CONNECTION WITH THIS ACCOUNT?**

12 A. No. Again, I am not aware of any Duke Energy Ohio record indicating that Dorothy  
13 Easterling or anyone acting on her behalf or on behalf of anyone else living at the  
14 Property contacted Duke Energy Ohio about the Account. In fact, the first contact about  
15 service to this Account did not happen until November 20, 2011, which was when a call  
16 came in from first responders.

17 **Q. WHAT DOES THAT MEAN?**

18 A. The electric service remained disconnected for nonpayment. In addition, similar to  
19 before, because Duke Energy Ohio's records for this Account do not reflect that anyone  
20 contacted the Company, it was not possible for this Account to be put on an available  
21 payment plan or for electric service to be restored to this Account. Had Dorothy  
22 Easterling or another family member or authorized person contacted Duke Energy Ohio  
23 after the electric service was disconnected, the Company would have further explained

1 the information necessary to restore the electric service, as well as all required extended  
2 payment plans, payment options, and the customer's rights under the Winter Rule, or the  
3 Commission's 2011 Winter Reconnect Order. However, Duke Energy Ohio did not get a  
4 chance to provide that information an additional time because no one contacted the  
5 Company.

6 **Q. BASED ON YOUR KNOWLEDGE AND EXPERIENCE WORKING FOR DUKE**  
7 **ENERGY OHIO, INCLUDING YOUR REVIEW OF DOCUMENTS AND**  
8 **INFORMATION RELATING TO THE COMPANY'S RECORDS FOR THE**  
9 **ACCOUNT IN THE NAME OF ESTILL EASTERLING AT 11312 ORCHARD**  
10 **STREET, CINCINNATI, OHIO. PLEASE SUMMARIZE YOUR OPINION**  
11 **REGARDING THE COMPLAINANT'S CLAIMS AGAINST THE COMPANY.**

12 A. Duke Energy Ohio fully complied with the Commission's regulations and the 2011  
13 Winter Reconnect Order when it disconnected the electric service to the Account on  
14 November 4, 2011. Between the disconnect notice on the October 2011 bill and the pink  
15 bill insert, the Company provided timely, written notice that the Account services were  
16 subject to disconnection for nonpayment, as well as notice of payment plans and payment  
17 options available to residential customers in Ohio. The Company subsequently mailed  
18 the required ten-day notice to the Property on October 19, 2011. Finally, as Company  
19 witness Joshua W. Danzinger testified, on the day the electric service was disconnected,  
20 Duke Energy Ohio provided written notice to the customer and consumers living at the  
21 Property about, among other things, restoring service, available payment plans and  
22 payment options, and the 2011 Winter Reconnect Order.

### **III. CONCLUSION**

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

2    **A.     Yes.**

REMINDER NOTICE

Due Date	Amount Due
Sep 27, 2011	\$ 248.82

Account Number 0120-0420-20-5 10 02

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

☐

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

Estill Easterling  
11312 Orchard St  
Cincinnati OH 45241-1915

PO Box 1326  
Charlotte NC 28201-1326

400 00000248827 01200420205 092720110 00000252557

REMINDER NOTICE

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
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Estill Easterling  
11312 Orchard  
Cincinnati OH 45241

Duke Energy

513-421-9500

0120-0420-20-5

Mail Payments To	Account Information
------------------	---------------------

PO Box 1326  
Charlotte NC 28201-1326

Payments after Sep 02 not included

Bill prepared on Sep 02, 2011  
Next meter reading Oct 03, 2011

REMINDER - Did you overlook paying last month's bill? Unless you paid your bill recently, please give this your prompt attention.

Meter	Number	Reading From	Date To	Days	Meter Reading Previous	Present	Usage
Gas	000999214	Aug 03	Sep 01	29	1267	1273	6
Elec	106188883	Aug 03	Sep 01	29	2650	3136	486

Gas - Residential		
Usage -	6 CCF	
Duke Energy - Rate RS		\$ 36.85
Current Gas Charges		\$ 36.85
Gas Cost Recovery \$0.59692900/CCF		

Current Billing	
Amt Due - Previous Bill	\$ 143.49
Late Payment Charge(s)	2.15
Balance Forward	145.64
Current Gas Charges	36.85
Current Electric Charges	66.33
Current Amount Due	\$ 248.82

Electric - Residential		
Usage -	486 kWh	
Duke Energy - Rate RS		\$ 66.33
Current Electric Charges		\$ 66.33

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5969290 per CCF, which includes a base GCR of \$0.5691000 and Ohio excise tax of \$0.027829.

REMINDER NOTICE

Due Date	Amount Due	After
Sep 27, 2011	\$ 248.82	Sep 27, 2011
		\$ 252.55

REMINDER NOTICE

Page 2 of 2

Name	Service Address	Account Number
Estill Easterling	11312 Orchard Cincinnati OH 45241	0120-0420-20-5

OUR TRAINS ARE CHANGING STATIONS: The Duke Energy Holiday Trains are scheduled for an early arrival this November 5th through December 24th at the Cincinnati History Museum. Look for more details and information on FREE admission - in your October Duke Energy bill.

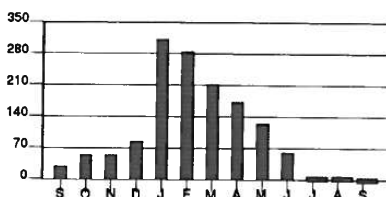
Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freecfls1](http://www.duke-energy.com/freecfls1) to see if you are eligible.

PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.87 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges		
<b>Gas</b> Meter - 000999214 CCF Usage - 6 Aug 03 - Sep 01 29 Days	<b>Duke Energy</b> Rate RS - Residential Service Fixed Delivery Service Charge \$ 25.33 Usage-Based Charge 6 CCF @ \$ 0.03272800 0.20 Gas Delivery Riders 7.74 Gas Cost Recovery 6 CCF @ \$ 0.59692900 3.58 \$ 36.85	
<b>Total Current Gas Charges</b>		<b>\$ 36.85</b>
<b>Electric</b> Meter - 106188883 kWh Usage - 486 Aug 03 - Sep 01 29 Days	<b>Duke Energy</b> Rate RS - Residential Svc-Summer Distribution-Customer Chg \$ 5.50 Delivery Charges Distribution-Energy Chg 486 kWh @ \$ 0.02212600 10.75 Delivery Riders 6.57 Total Delivery Charges \$ 17.32 Generation Charges Generation Energy Chg 486 kWh @ \$ 0.04234500 20.58 Rider FPP 15.57 Rider AAC 4.34 Rider TCR 3.02 Total Generation Charges \$ 43.51 66.33	
<b>Total Current Electric Charges</b>		<b>\$ 66.33</b>

CCF

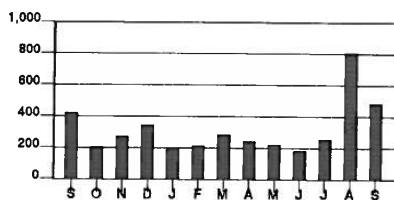
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 1,382  
Average Usage 115

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 3,725  
Average Usage 310

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Gas	31	54	55	86	314	284	211	173	123	81	7	8	8
Electric	420	203	276	345	194	213	282	247	224	188	259	806	488

DISCONNECT NOTICE

Account Number 0120-0420-20-5

10 02

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

☐

Due Date	Amount Due
Oct 26, 2011	\$ 373.06

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

Estill Easterling  
11312 Orchard  
Cincinnati OH 45241

PO Box 1327  
Charlotte NC 28201-1327

410 00000373060 01200420205 102620119 00000378666

DISCONNECT NOTICE

Page 1 of 3

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy 513-651-5100	0120-0420-20-5

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Oct 04 not included Bill prepared on Oct 04, 2011 Next meter reading Nov 01, 2011

If your service is disconnected for non payment, in addition to a reconnection charge, you will be required to pay a deposit in the amount of \$200.00 before service is restored.

IMPORTANT: Your service may be disconnected if your past due amount of \$248.82 is not paid before 10/28/2011. A reconnection charge will be required. In addition, a service deposit may be required; if so, payment arrangements may be available. For questions, please call the number shown above.

You also have the option to retain or have reconnected one of your services, either gas or electric. Please contact us at the number shown above to discuss this option.

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Gas	000999214	Sep 01	Oct 03	32	1273	1340	67
Elec	106188883	Sep 01	Oct 03	32	3136	3418	282

Gas - Residential		
Usage -	67 CCF	
Duke Energy - Rate RS		\$ 78.77
<b>Current Gas Charges</b>		<b>\$ 78.77</b>
Gas Cost Recovery \$0.58664980/CCF		

Current Billing	
Amt Due - Previous Bill	\$ 248.82
Late Payment Charge(s)	3.73
<b>Balance Forward</b>	<b>252.55</b>
Current Gas Charges	78.77
Current Electric Charges	41.74
<b>Current Amount Due</b>	<b>\$ 373.06</b>

Electric - Residential		
Usage -	282 kWh	
Duke Energy - Rate RS		\$ 41.74
<b>Current Electric Charges</b>		<b>\$ 41.74</b>

DISCONNECT NOTICE

Due Date	Amount Due	After Oct 26, 2011
Oct 26, 2011	\$ 373.06	\$ 378.66

**DISCONNECT NOTICE**

Page 2 of 3

NAME	Service Address	Account Number
Estill Easterling	11312 Orchard Cincinnati OH 45241	0120-0420-20-5

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5866498 per CCF, which includes a base GCR of \$0.5593 and Ohio excise tax of \$0.0273498.

In Case No. 11-4329-EL-RDR, the PUCO approved an adjustment to Rider TCR, Transmission Cost Recovery Rider. The PUCO also approved adjustments to Riders SRT and FPP. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$1.8 or 1.0%.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freecfls1](http://www.duke-energy.com/freecfls1) to see if you are eligible.

**PRICE TO COMPARE:** In order for an average residential customer to save money, an electric supplier must offer a price lower than 9.00 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Explanation of Current Charges			
<b>Gas</b>		<b>Duke Energy</b>	
Meter - 000999214		Rate RS - Residential Service	
CCF Usage - 67		Fixed Delivery Service Charge	\$ 25.33
Sep 01 - Oct 03		Usage-Based Charge	
32 Days		67 CCF @ \$ 0.03272800	2.19
		Gas Delivery Riders	11.94
		Gas Cost Recovery	
		67 CCF @ \$ 0.58664980	39.31
			\$ 78.77
		<b>Total Current Gas Charges</b>	<b>\$ 78.77</b>
<b>Electric</b>		<b>Duke Energy</b>	
Meter - 106188883		Rate RS - Residential Svc-Winter	
kWh Usage - 282		Distribution-Customer Chg	\$ 5.50
Sep 01 - Oct 03		Delivery Charges	
32 Days		Distribution-Energy Chg	
		282 kWh @ \$ 0.02212600	6.24
		Delivery Riders	4.41
		Total Delivery Charges	\$ 10.65
		Generation Charges	
		Generation Energy Chg	
		282 kWh @ \$ 0.04234500	11.94
		Rider FPP	9.34
		Rider AAC	2.52
		Rider TCR	1.79
		Total Generation Charges	\$ 25.59
			41.74
		<b>Total Current Electric Charges</b>	<b>\$ 41.74</b>



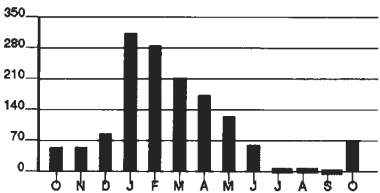
DISCONNECT NOTICE

Page 3 of 3

Name	Service Address	Account Number
Estill Easterling	11312 Orchard Cincinnati OH 45241	0120-0420-20-5

CCF

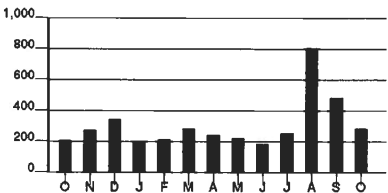
Gas Usage



Calculations based on most recent 12 month history  
Total Usage 1,395  
Average Usage 116

kWh

Electric Usage



Calculations based on most recent 12 month history  
Total Usage 3,804  
Average Usage 317

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	54	55	86	314	284	211	173	123	61	7	8	6	67
Electric	203	278	345	194	213	282	247	224	188	259	806	486	282

## 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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- 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:

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- 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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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.



**PUCO Case No. 15-298-GE-CSS**  
**Attachment MAC-4**  
**Page 1 of 2**

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0000001 01 AV 0.340 \*\*AUTO T1 0 5159 45227-291307 -C01-I

OCCUPANT OR

--

FOR SERVICE AT :  
OCCUPANT OR

--

To maintain your gas and/or electric service(s), please pay the amount noted on the last bill you received (see "IMPORTANT" message box in the body of the bill), or make satisfactory payment arrangements within ten calendar days from the date indicated above.

## AVOIDING DISCONNECTION

To avoid disconnection it will be necessary to satisfy one or more of the following options:

- Pay the amount noted on your bill (See "Important" message box in the body of the bill).
- Pay the required amount to set-up an extended payment plan (applicable to qualified customer only).
- Provide a Medical Certificate

## WINTER RULE

During the time 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(s) has been disconnected, a reconnection charge must be paid in addition to the \$175.00. Reconnection charges: Gas \$17.00; Electric \$25.00; Both Services \$38.00.

**Please note: Funds from the Emergency Home Energy Assistance Program (EHEAP) or other emergency energy assistance programs can be applied toward the \$175.00 payment.**

## **PAYMENT OPTIONS**

Payments can be made by any of the following methods:

- Pay over the phone by electronic check or credit card (VISA & MasterCard)  
Please call 1-877-596-5068.
- Pay at a Pay Station. Visit [www.duke-energy.com](http://www.duke-energy.com) or contact our Credit Department to locate a Pay Station near you.
- Pay online at [www.duke-energy.com](http://www.duke-energy.com)

## CONTACT INFORMATION

If you have any questions about your bill, or this disconnection notice, please contact our Credit Department at 513-651-5100 or 1-800-648-7777. Our representatives are available 7:00 a.m. to 7:00 p.m. Monday through Friday and Saturday 8:00 a.m. to 1:00 p.m.

If you have a complaint in regard to this disconnection notice that can not 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 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).



**ENERGY ASSISTANCE:**

**United Way Referral Service**  
Call 211

**HeatShare** - Administrated by  
The Salvation Army  
513-762-5636

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

**Home Energy Assistance Program (HEAP)**  
Contact local Community Action Agency or  
The Ohio Department of Development at  
1-800-282-0880

Account Number 0120-0420-20-5 10 02

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

☐

Due Date	Amount Due
Aug 26, 2011	\$ 143.49

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

Estill Easterling  
11312 Orchard St  
Cincinnati OH 45241-1915

PO Box 1326  
Charlotte NC 28201-1326

400 00000143499 01200420205 082620117 00000145645

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Estill Easterling 11312 Orchard Cincinnati OH 45241	Duke Energy 513-421-9500	0120-0420-20-5

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 04 not included Last payment received Aug 01 Bill prepared on Aug 04, 2011 Next meter reading Sep 01, 2011

Meter	Number	Reading From	Reading To	Days	Meter Reading Previous	Meter Reading Present	Usage
Gas	000999214	Jul 05	Aug 03	29	1259	1267	8
Elec	106188883	Jul 05	Aug 03	29	1844	2650	806

Gas - Residential		
Usage -	8 CCF	
Duke Energy - Rate RS		\$ 38.03
Current Gas Charges		\$ 38.03
Gas Cost Recovery \$0.56997230/CCF		

Current Billing	
Amt Due - Previous Bill	\$ 178.21
Payment(s) Received	178.21cr
Balance Forward	0.00
Current Gas Charges	38.03
Current Electric Charges	105.46
Current Amount Due	\$ 143.49

Electric - Residential		
Usage -	806 kWh	
Duke Energy - Rate RS		\$ 105.46
Current Electric Charges		\$ 105.46

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.5699723 per CCF, which includes a base GCR of \$0.5434000 and Ohio excise tax of \$0.0265723.

Order your FREE compact fluorescent light bulbs today! Call 1-800-943-7585 and choose option 1, or visit [www.duke-energy.com/freecfls1](http://www.duke-energy.com/freecfls1) to see if you are eligible.

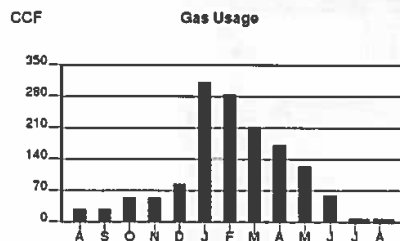
PRICE TO COMPARE: In order for an average residential customer to save money, an electric supplier must offer a price lower than 8.87 cents per kWh. Your Price to Compare may be different based on your usage. Visit [www.duke-energy.com](http://www.duke-energy.com) to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

Due Date	Amount Due	After Aug 26, 2011
Aug 26, 2011	\$ 143.49	\$ 145.64

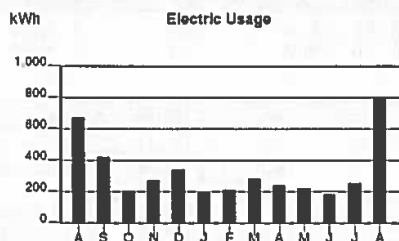
Page 2 of 2

Name	Service Address	Account Number
Estill Easterling	11312 Orchard Cincinnati OH 45241	0120-0420-20-5

Explanation of Current Charges		
<b>Gas</b> Meter - 000999214 CCF Usage - 8 Jul 05 - Aug 03 29 Days	<b>Duke Energy</b> Rate RS - Residential Service Fixed Delivery Service Charge \$ 25.33 Usage-Based Charge 8 CCF @ \$ 0.03272800 0.26 Gas Delivery Riders 7.88 Gas Cost Recovery 8 CCF @ \$ 0.56997230 4.56 \$ 38.03	
<b>Total Current Gas Charges</b>		<b>\$ 38.03</b>
<b>Electric</b> Meter - 106188883 kWh Usage - 806 Jul 05 - Aug 03 29 Days	<b>Duke Energy</b> Rate RS - Residential Svc-Summer Distribution-Customer Chg \$ 5.50 Delivery Charges Distribution-Energy Chg 806 kWh @ \$ 0.02212600 17.83 Delivery Riders 9.97 Total Delivery Charges \$ 27.80 Generation Charges Generation Energy Chg 806 kWh @ \$ 0.04234500 34.13 Rider FPP 25.83 Rider AAC 7.19 Rider TCR 5.01 Total Generation Charges \$ 72.16 105.46	
<b>Total Current Electric Charges</b>		<b>\$ 105.46</b>



Calculations based on most recent 12 month history  
Total Usage 1,407  
Average Usage 117



Calculations based on most recent 12 month history  
Total Usage 3,659  
Average Usage 305

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Gas	29	31	54	55	86	314	284	211	173	123	61	7	8
Electric	677	420	203	278	345	184	213	282	247	224	188	259	808

**ATTACHMENT MAC-6**

**CONFIDENTIAL  
PROPRIETARY TRADE  
SECRET**



**This foregoing document was electronically filed with the Public Utilities**

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**Case No(s). 15-0298-GE-CSS**

Summary: Testimony Public Version Mitchell A. Carmosino - Direct Testimony 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.