

FILE

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Date of Hearing: 2/2/16

Case No. 15-298-GE-CSS

PUCO Case Caption: In the Matter of the Complaint of:

Jeffrey Pitzer, Complainant vs. Duke Energy, Ohio,
Inc., Respondent.

Volume II

List of exhibits being filed:

Pitzer E, I

OCC I, J, N

Duke Energy Ohio E,

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Technician AK Date Processed 2/3/15

Reporter's Signature: Karen Sue Gibson

Date Submitted: 2/3/16

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

In the Matter of the	:	
Complaint of:	:	
	:	
Jeffrey Pitzer,	:	
	:	
Complainant,	:	Case No. 15-298-GE-CSS
	:	
vs.	:	
	:	
Duke Energy, Ohio, Inc.,	:	
	:	
Respondent,	:	

- - -

PROCEEDINGS

before Ms. Sarah Parrot, Hearing Examiner, at the
Public Utilities Commission of Ohio, 180 East Broad
Street, Room 11-D, Columbus, Ohio, called at
10:00 a.m. on Tuesday, February 2, 2016.

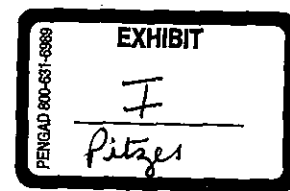
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VOLUME II

- - -

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

- - -



Duke Energy Ohio
Case No. 15-298-GE-CSS
PITZER First Set of Interrogatories
Date Received: May 4, 2015

PITZER-INT-01-007

REQUEST:

State each and every communication – written, oral or electronic - you have had with Plaintiff, Decedents and/or Decedents' daughter and sister, Gail Lykins. For each communication, state the date, place and subject matter of each communication. If an electronic communication was made, but it has been deleted or destroyed in any way, identify the electronic device from which the communication was made.

RESPONSE:

Objection. This Interrogatory fails to contain any reasonable time parameters pursuant to which it is to be answered, thereby rendering it overly broad, unduly burdensome, and vague. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, Duke Energy Ohio does not have any record of any oral communications with Jeffrey Pitzer, Gail Lykins, Dorothy Easterling, or Estill Easterling IV regarding the account at issue in this proceeding and in regards to the time period relevant to this Interrogatory. However, Duke Energy Ohio does have record of having mailed various written communications, including but not limited to bills, bill inserts etc., to the property located at 11312 Orchard Street, Cincinnati, Ohio regarding the subject account.

PERSON RESPONSIBLE: Legal

Pitzer I
p2

Duke Energy Ohio
Case No. 15-298-GE-CSS
PITZER First Set of Interrogatories
Date Received: May 4, 2015

PITZER-INT-01-009

REQUEST:

Identify any and all persons having either direct or indirect knowledge of the disconnection of utility services at the Residence, which occurred on or about November 4, 2011.

- (A) Specifically identify any and all employees and/or agents who ordered the disconnection of service at the Residence.
- (B) Specifically identify any and all employees and/or agents who physically and/or remotely performed the disconnection of service at the Residence.

RESPONSE:

Objection. This Interrogatory is overly broad and unduly burdensome given that Duke Energy Ohio cannot possibly identify every person having knowledge of the disconnection of electric service on November 4, 2011. Without waiving said objection, to the extent discoverable, and in the spirit of discovery:

- (A) The account met the disconnection for non payment criteria and the disconnect for non payment order was automatically created.
- (B) Josh Danzinger.

PERSON RESPONSIBLE:

As to objection: Legal
As to response (A): Mitch Carmosino
As to response (B): Legal

Pitzer I

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**Duke Energy Ohio
Case No. 15-298-GE-CSS
PITZER First Set of Interrogatories
Date Received: May 4, 2015**

PITZER-INT-01-014 PUBLIC

REQUEST:

Identify any and all records, transcripts, notes, entries, and/or any other form of documentation that you have in your possession relating to the disconnection of utility services at the Residence on or about November 4, 2011.

RESPONSE:

See October bill, October bill insert, and 10-day letter, and on premises notice attached hereto as ATTACHMENT PITZER-INT-01-014 (a).

The Confidential response and Attachment PITZER-INT-01-0-14(b) will be provided to all parties in this case upon the execution of a Confidentiality Agreement.

PERSON RESPONSIBLE: Legal

Pitzer I

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**Duke Energy Ohio
Case No. 15-298-GE-CSS
PITZER Third Set Request for Admissions
Date Received: November 3, 2015**

PITZER-RFA-03-001

REQUEST:

Admit that you do not possess a document in the form attached as Exhibit A that shows the address of the Residence.

RESPONSE:

Objection. This Request for Admission fails to contain any date parameters pursuant to which it is to be answered and, as such, is overly broad, unduly burdensome, and seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Answering further, the document identified by the Complainant as Exhibit A concerns a time period that pre-dates the time period relevant to this proceeding. Moreover, Duke Energy Ohio states that the Complainant has made the matter for which an admission is requested herein an issue for hearing. Consistent with O.A.C. 4901-1-22, the request can be denied. Without waiving said objection or denial, to the extent this Request for Admission is asking whether Duke Energy Ohio possesses a copy of the exact notice addressed to Estill Easterling, 11312 Orchard Street, Cincinnati, Ohio and mailed to said addressee on October 19, 2011, the response is no. However, the notice was mailed on said date to said customer, as confirmed in Exhibit B to these discovery requests.

PERSON RESPONSIBLE: Legal

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Pitzer I
8 #5

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015

OCC-INT-03-006

REQUEST:

Does Duke have a copy of the Final Disconnection Notice described in INT-3-005 that was sent to the Property?

RESPONSE:

Yes, Duke Energy Ohio has a hard copy of the form Final Disconnection Notice that was mailed to Property on October 19, 2011, but not a copy of the actual document. Answering further, Duke Energy Ohio previously produced in discovery certain electronic records confirming that a Final Disconnection Notice was mailed to the Property on October 19, 2011.

PERSON RESPONSIBLE: Mitch Carmosino

Pitzer I
pb

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015

OCC-INT-03-012

REQUEST:

Did a Duke employee provide personal notice to a resident of the Property as required by Ohio Administrative Code 4901:1-18-06(A)(2) on the date of disconnection, November 4, 2011?

RESPONSE:

Objection. This Interrogatory is predicated upon an inaccurate interpretation of O.A.C. 4901:1-18-06. It further incorrectly assumes that notice must be personally delivered to a resident, which is contrary to the relevant Commission regulation. This Interrogatory thus seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, notice, as required under O.A.C. 4901:1-18-06, was provided on November 4, 2011.

PERSON RESPONSIBLE: Legal

Pitzer I
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Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015

OCC-INT-03-014

REQUEST:

Did a Duke employee attempt to provide personal notice to a resident of the Property on the date of disconnection, November 4, 2011, but was unsuccessful?

RESPONSE:

Objection. This Interrogatory is predicated upon an inaccurate interpretation of O.A.C. 4901:1-18-06. It thus seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Moreover, this Interrogatory seeks to elicit a narrative response and is better suited for deposition. See Generally, *Penn Central Transportation Co. v. Armco Steel Corp.*, 27 Ohio Misc 76 (Montgomery Cty. 1971). Without waiving said objection, to the extent discoverable, and in the spirit of discovery, there was no response to the actions of Josh Danzinger while at the property on November 4, 2011.

PERSON RESPONSIBLE: As to objection: Legal
As to response: Josh Danzinger

Pitzer I
p 8

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015

OCC-INT-03-015

REQUEST:

If personal notice was not provided, did a Duke employee attach written notice of the disconnection in a conspicuous location on the Property on the date of disconnection, November 4, 2011, as required by Ohio Administrative Code 4901:1-18-06(A)(2)?

RESPONSE:

Yes.

PERSON RESPONSIBLE: Josh Danzinger

Pitzer I

8 9

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015

OCC-INT-03-016

REQUEST:

If the response to INT-3-015 is affirmative, where did the employee attach written notice of the disconnection?

RESPONSE:

The Property's front door.

PERSON RESPONSIBLE: Josh Danzinger

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P 10

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Fourth Set Production of Documents
Date Received: December 23, 2015

OCC-POD-04-003

SUPPLEMENTAL

REQUEST:

Please provide all documents or other data Duke has regarding all special conditions included in or on the Easterling account in the Customer Database System, Mobile Up system, or elsewhere.

RESPONSE:

Objection. This Document Request is overly broad and unduly burdensome. It further seeks to elicit information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence, in part because of the failure to include any time parameters pursuant to which it is to be answered.

PERSON RESPONSIBLE: Legal

REVISED REQUEST (January 20, 2016):

Please provide all documents or other data Duke has regarding all special conditions (as defined and use by Ms. Byndon at page 45 of her deposition) included in or on the Easterling account that were in effect in 2011 in the Customer Database System, Mobile Up system, or elsewhere.

CONFIDENTIAL RESPONSE TO REVISED REQUEST:

Objection. This Document Request seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence given the manner in which Ms. Byndon described "special conditions" during her deposition. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, no special condition was on the account in the name of Estill Easterling in 2011. Answering further and interpreting this request in the spirit of the discussion at the January 14, 2016, prehearing conference, see Confidential Attachment OCC-POD-04-003. Said attachment is irrelevant given that it is a meter reading instruction applicable to natural gas service and there is no dispute herein as to the accuracy of such reads, the past due balances on the account, or the type of service disconnected for nonpayment on November 4, 2011.

PERSON RESPONSIBLE: As to objection, Legal
As to response, Marion Byndon

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015

OCC-INT-03-012

REQUEST:

Did a Duke employee provide personal notice to a resident of the Property as required by Ohio Administrative Code 4901:1-18-06(A)(2) on the date of disconnection, November 4, 2011?

RESPONSE:

Objection. This Interrogatory is predicated upon an inaccurate interpretation of O.A.C. 4901:1-18-06. It further incorrectly assumes that notice must be personally delivered to a resident, which is contrary to the relevant Commission regulation. This Interrogatory thus seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Without waiving said objection, to the extent discoverable, and in the spirit of discovery, notice, as required under O.A.C. 4901:1-18-06, was provided on November 4, 2011.

PERSON RESPONSIBLE: Legal

SUPPLEMENTAL RESPONSE:

Objection. This Interrogatory is predicated upon an inaccurate interpretation of O.A.C. 4901:1-18-06. It further incorrectly assumes that notice must be personally delivered to a resident, which is contrary to the relevant Commission regulation and definitions used therein. This Interrogatory thus seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Without waiving said objection, to the extent discoverable with reference to the correct notice requirements, and in the spirit of discovery, notice, as required under O.A.C. 4901:1-18-06, was provided on November 4, 2011. Upon information and belief, such notice was not effectuated by providing notice to an adult consumer at the property located at 11312 Orchard Street.

PERSON RESPONSIBLE: As to objection, Legal
As to response, Josh Danzinger

**Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set of Interrogatories
Date Received: November 6, 2015**

OCC-INT-03-013

REQUEST:

If the response to the above interrogatory (INT-3-012) is affirmative, identify the name of the resident to whom the employee provided notice, as required by Ohio Administrative Code 4901:1-18-06(A)(2).

RESPONSE:

See responses to OCC-INT-03-012.

PERSON RESPONSIBLE: Legal

SUPPLEMENTAL RESPONSE:

Not applicable. See Supplemental Response to OCC-INT-03-012.

PERSON RESPONSIBLE: Legal

OCC-INT-03-014

REQUEST:

Did a Duke employee attempt to provide personal notice to a resident of the Property on the date of disconnection, November 4, 2011, but was unsuccessful?

RESPONSE:

Objection. This Interrogatory is predicated upon an inaccurate interpretation of O.A.C. 4901:1-18-06. It thus seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Moreover, this Interrogatory seeks to elicit a narrative response and is better suited for deposition. See Generally, *Penn Central Transportation Co. v. Armco Steel Corp.*, 27 Ohio Misc 76 (Montgomery Cty. 1971). Without waiving said objection, to the extent discoverable, and in the spirit of discovery, there was no response to the actions of Josh Danzinger while at the property on November 4, 2011.

PERSON RESPONSIBLE: As to objection: Legal
As to response: Josh Danzinger

SUPPLEMENTAL RESPONSE:

Objection. This Interrogatory is predicated upon an inaccurate interpretation of O.A.C. 4901:1-18-06. It thus seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Moreover, this Interrogatory seeks to elicit a narrative response and is better suited for deposition. See Generally, *Penn Central Transportation Co. v. Armco Steel Corp.*, 27 Ohio Misc. 76 (Montgomery Cty. 1971). Furthermore, this Interrogatory is vague and confusing given that it fails to clarify whether "successful" means actually engaging with an adult consumer at the property. Without waiving said objection, to the extent discoverable, interpreting "successful" to mean direct communication with an adult consumer at the property, and in the spirit of discovery, see Direct Testimony of Joshua W. Danzinger, filed on December 30, 2015, wherein Mr. Danzinger explains the process for disconnecting electric service due to nonpayment and that such process would have been followed on November 4, 2011. Based upon that process, it is believed that there was no

response to the efforts undertaken by Josh Danzinger to provide notice of disconnection while at the property on November 4, 2011.

PERSON RESPONSIBLE: As to objection, Legal
As to response, Josh Danzinger

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set Production of Documents
Date Received: November 6, 2015

OCC-POD-03-006

REQUEST:

Please provide all documents or other evidence Duke has demonstrating that a Duke employee attached written notice of the disconnection in a conspicuous location at the Property.

RESPONSE:

Objection. This Document Request seeks to elicit a narrative response and is better suited for deposition. See Generally, *Penn Central Transportation Co. v. Armco Steel Corp.*, 27 Ohio Misc 76 (Montgomery Cty. 1971). Without waiving said objection, to the extent discoverable, and in the spirit of discovery, see previously produced attachment to PITZER-01-014 CONFIDENTIAL.

PERSON RESPONSIBLE: Legal

SUPPLEMENTAL RESPONSE:

Objection. This Document Request fails to contain any time parameters pursuant to which it is to be answered, thereby rendering it overly broad, unduly burdensome, and vague. Further, given the lack of appropriate time parameters, this Document Request seeks to elicit information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Additionally, this Document Request is vague and confusing given the reference to "other evidence. Without waiving said objection, to the extent discoverable, limiting this request to November 4, 2011, consistent with the attorney examiner's rulings of January 14, 2016, interpreting "other evidence" to mean documents, and in the spirit of discovery, no such document exists.

PERSON RESPONSIBLE: As to objection, Legal
 As to response, Bob Ries

Duke Energy Ohio
Case No. 15-298-GE-CSS
OCC Third Set Production of Documents
Date Received: November 6, 2015

OCC-POD-03-007

REQUEST:

Please provide all documents or other evidence Duke has demonstrating that Duke in any way delivered written notice of disconnection on the date of disconnection, November 4, 2011, or at a date thereafter.

RESPONSE:

Objection. This Document Request seeks to elicit a narrative response and is better suited for deposition. See Generally, *Penn Central Transportation Co. v. Armco Steel Corp.*, 27 Ohio Misc 76 (Montgomery Cty. 1971). Further, this Document Request seeks to elicit information that is irrelevant or otherwise not reasonably calculated to lead to the discovery of admissible evidence. Without waiving said objection and in the spirit of discovery, see response to OCC-POD-03-006.

PERSON RESPONSIBLE: Legal

SUPPLEMENTAL RESPONSE:

Objection. This Document Request is overly broad, unduly burdensome, and vague given the reference to notice being provided at "any date thereafter." Further, due to such reference, this Document Request seeks to elicit information that is irrelevant and not reasonably calculated to lead to the discovery of admissible evidence. Additionally, this Document Request is vague and confusing given the reference to "other evidence." Moreover, this Document Request, as worded, misstates applicable regulation. Without waiving said objection, to the extent discoverable, limiting this request to November 4, 2011, consistent with the attorney examiner's rulings of January 14, 2016, interpreting "other evidence" to mean documents, and in the spirit of discovery, see supplemental response to OCC-POD-03-005.

PERSON RESPONSIBLE: As to objection, Legal
 As to response, Bob Ries

DISCONNECT NOTICE

Account Number 0120-0420-20-5 10 02

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

☐

Oct 26, 2011	\$ 373.06
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\$ _____ \$ _____
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

Estill Easterling
11312 Orchard
Cincinnati OH 45241

Duke Energy

513-651-5100 0120-0420-20-5

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.

Gas	000999214	Sep 01	Oct 03	32	1273	1340	67
Elec	106188883	Sep 01	Oct 03	32	3136	3418	282

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

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

Usage - 282 kWh
Duke Energy - Rate RS \$ 41.74
Current Electric Charges \$ 41.74

DISCONNECT NOTICE

Oct 26, 2011	\$ 373.06	\$ 378.66
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OCC EX. N

DISCONNECT NOTICE

Page 2 of 3

Estill Easterling	11312 Orchard Cincinnati OH 45241	0120-0420-20-5
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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/freecfb1 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 to calculate your individual Price to Compare or contact Duke Energy for a written explanation.

GAS SERVICE CHARGES			
Gas Meter - 000999214	Duke Energy		
CCF Usage - 67	Rate RS - Residential Service		
Sep 01 - Oct 03 32 Days	Fixed Delivery Service Charge	\$ 25.33	
	Usage-Based Charge		
	67 CCF @ \$ 0.03272800	2.19	
	Gas Delivery Riders	11.94	
	Gas Cost Recovery		
	67 CCF @ \$ 0.58664980	39.31	\$ 78.77
			\$ 78.77
ELECTRIC SERVICE CHARGES			
Electric Meter - 106188883	Duke Energy		
kWh Usage - 282	Rate RS - Residential Svc-Winter		
Sep 01 - Oct 03 32 Days	Distribution-Customer Chg	\$ 5.50	
	Delivery Charges		
	Distribution-Energy Chg		
	282 kWh @ \$ 0.02212600	6.24	
	Delivery Riders	4.41	
	Total Delivery Charges	\$ 10.85	
	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
			\$ 41.74

DISCONNECT NOTICE

Page 3 of 3

Estili Easterling

11312 Orchard
Cincinnati OH 45241

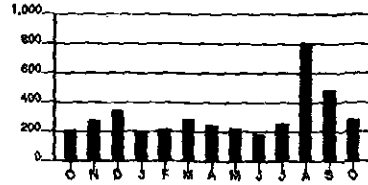
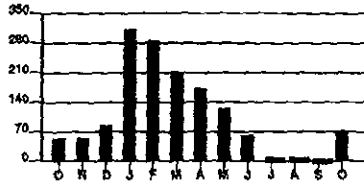
0120-0420-20-5

CCF

Gas Usage

KWh

Electric Usage



Calculations based on most recent 12 month history
Total Usage 1,365
Average Usage 116

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	66	314	294	211	174	123	61	7	5	6	67
Electric	203	278	345	184	213	282	247	224	183	259	808	466	282

Gas Customer Choice Program

Explore your natural gas supply options as another way to take greater control of your energy costs.

Under Duke Energy's Gas Customer Choice Program, customers can choose to buy their natural gas from suppliers participating in the program. Our program and its participating suppliers have been approved by the Public Utilities Commission of Ohio (PUCO). Learn more by visiting www.duke-energy.com/customerchoice.

Whether you buy your gas from Duke Energy or another natural gas supplier, Duke Energy will continue delivering all the gas you need and providing around-the-clock response to your service concerns or emergencies. There is no risk of not receiving natural gas if you participate in this program.

You may find prices and offers from participating gas suppliers that are not available through Duke Energy. We offer a monthly variable price, while suppliers may offer both fixed and variable prices.

The PUCO prepares an "apples to apples" chart to assist you in participating in our program. To get a free copy of the chart, call the PUCO at 800-299-7271 or visit www.PUCO.ohio.gov. For more information on comparing prices from natural gas suppliers, you may contact the Office of the Ohio Consumers' Counsel at 877-742-5622 or visit www.pickocc.org.

OCC EX. ____

Customer List

No action is required on your part to be designated as a customer eligible to participate in Duke Energy's Gas Customer Choice Program. We will include your name, address, and usage information on a list of eligible customers that is made available to the natural gas suppliers participating in Duke Energy's Gas Customer Choice Program. Being part of this list ensures that you will receive up-to-date information and timely offers from suppliers.

If you do not wish to be included on this list, please notify us by taking one of the following actions:

- call 513-421-9500 or 800-544-6900
- write Duke Energy, P.O. Box 960, Mail Drop 309C, Cincinnati, OH 45201
- complete the appropriate form at www.duke-energy.com/customerchoice.

To be excluded from the next revision of the list, we must receive your notification on or before December 8, 2011.

If you have requested to be excluded in the past, it is not necessary to contact us again. To be reinstated as an eligible customer, please contact us using one of the options above.



10/11B



Our trains have a new home.



ALL ABOARD! HERE'S YOUR FREE TICKET!

10/11/16

10) Daily Event/Weekly Passes are valid to enter a 0.1 mile section beginning December 24th. You can catch the train at Cleveland Center (new) opposite Union Station.

Event Schedule:

Mon. through Thurs.	10 a.m. to 5 p.m.
Fridays	10 a.m. to 6 p.m.
Saturdays	10 a.m. to 5 p.m.
Sundays	11 a.m. to 6 p.m.
Saturday, Dec. 24	10 a.m. to 3 p.m.

Check out Thanksgiving and Christmas
 Line early to catch the train to Sunday

On Wednesday, this free (Monday) Train Express
 will return from the station to the 0.1 mile section (Friday through Sunday) to see our historic trains. The Express will travel between the station square (at the end of the tracks) and Cleveland Museum Center every 20 minutes. Parking is also available at Cleveland Museum Center for \$6.00.

Check out this bill means for you free
 admission to the museum from January 1st to 31st
 from Dec. 24th to Cleveland Museum Center
 Center - and see this Christmas card too
 at the new 022100

Only 15 minutes remaining! Starting this fall, we are entitled to one time use. This cannot be used with other passes. Cannot be represented and has no cash value. To ensure a safe quality experience the entire capacity is limited and admission is not guaranteed. Peak periods will be managed with timed tickets issued upon arrival when necessary.

1-800-WEATHERS (Weather)
Cleveland, OH 44103
614-281-7000
www.clevelandmuseums.org/Weather/Passes

10/11A



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

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	Warren County Human Services	
	800-582-4267	Lebanon	513-695-1420
Middletown	513-425-8625	Franklin	937-425-1420
Clermont	513-732-7111	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.



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 "IMPORTANT" 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.puc.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.puc.ohio.gov.

**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 "IMPORTANT" 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 "IMPORTANT" 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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EXTENDED PAYMENT PLANS

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

- **Percentage of Income Payment Plan (PIPP Plan)** - 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.
- Pay online at 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.

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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.
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(account number)

(date)

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

OCCUPANT OR

(customer name and
premise address)

FOR SERVICE AT :
OCCUPANT OR

(customer name
and premise
address)

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 or contact our Credit Department to locate a Pay Station near you.
- Pay online at 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.

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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