



Public Utilities
Commission

00244684

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Ishton W. Morton

5483 Edger Drive

Customer Name (Please Print)

Customer Address

Cincinnati, Ohio 45239

City

State Zip

1860-0486-22-1

Account Number

Against

Customer Service Address (if different from above)

Duke Energy

Post Office Box 840 Cincinnati, OH 45201-0840

Utility Company Name

City

State Zip

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

I am writing to dispute deceptive and erroneous changes on my electric bill account with Duke Energy Company located in Cincinnati, Hamilton County with mailing address Post Office Box 840 Cincinnati, OH 45201-0840. -

I am a victim of inaccurate estimations and erroneous calculative charges on my electric bill account with Duke Energy Company.

For the month of September 2018 my electric bill was \$118.40, October 2018 \$133.32, November, \$135.06, December 2018 \$240.09 and January 2019 \$297.82.

The month of December shows an increase of approximately 100.04% over November 2018, and an increase of approximately 60% over the December 2018 bill.

Ishton W. Morton
Signature

513 417 6837
Customer Telephone Number

RECEIVED

JAN 23 REC'D

Service Monitoring &
Enforcement Department

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician *AS* Date Processed *1/22/19*

Page -2- Ohio Public Utilities Commission

All of my bills from Duke Energy Company have been continuously estimated. Also, started in November of 2018 Duke Energy Company has continuously increased my monthly substantially.

Transitioning from the summer months to the winter months our usage or demand(s) for electric has not change. We are a family of two. We have no children or child or dependants living with us. Subsequently, switching from air-conditioning to heat should not have required such an enormous increase in my electric bill.

Accordingly, it was suggested that Duke Energy Company traditionally increase energy bill by adding an estimated 100 - 110% plus KWT to customer's bill through by remote use of computers in their offices.

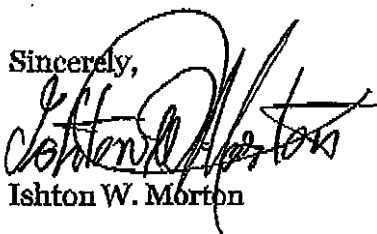
Additionally, I'm required to pay multiple amounts in one bill to multiple companies including Duke Energy Company. This matter is extremely urgent as this is required to be paid promptly.

Thusly, I am requesting that any deceptive and erroneous changes be immediately removed from bill and that I receive an accurate billing statement(s). Additionally, I am asking for refunding of all amounts paid to Duke Energy Company located in Cincinnati, Hamilton County with mailing address Post Office Box 840 Cincinnati, OH 45201-0840 including all legal interests as allowed by the state of Ohio.

Enclosed are copies of documents supporting my position. Please investigate this matter and correct the as soon as possible. I will appreciate a response from you in writing.

Thank you for your assistance. If additional information is necessary please contact me at your earliest convenience.

Sincerely,

A handwritten signature in black ink, appearing to read "Ishton W. Morton", is written over the typed name. The signature is stylized with a large, sweeping initial "I" and "M".

Ishton W. Morton

Account Number 1860-0486-22-1

10 05

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



Due Date	Amount Due
Oct 29, 2018	\$ 118.40

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

022259 000006771

ISHTON W MORTON
5483 EDGER DR
CINCINNATI OH 45239-7752

PO Box 1326
Charlotte NC 28201-1326

118.44

1.56

119.24

400 00000118400 18600486221 102920180 00000120189

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Ishton W Morton 5483 Edger Dr Cincinnati OH 45239	Duke Energy 1-800-544-6900	1860-0486-22-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 05 not included Last payment received Oct 01 Bill prepared on Oct 05, 2018 Next meter reading Nov 02, 2018

Meter Number	Reading Date From To	Usage	Meter Reading Previous	Meter Reading Present	Usage
Elec 100223479	Sep 05 Oct 04	29	106768	107794	1,026

Electric Residential	Current Billing
Usage - 1,026 kWh	Amt Due - Previous Bill \$ 135.34
Duke Energy - Rate RS \$ 118.40	Payment(s) Received 132.94cr
Current Electric Charges \$ 118.40	Balance Forward 2.40
	Current Electric Charges 118.40
	PwrMgr Event Cr - A/C 2.40cr
	Current Amount Due \$ 118.40

If you have any questions about the Power Manager program, please call us toll-free at 1-877-392-4848

A free home energy assessment can reveal hidden energy wasters and help you lower your bill. Eligible homeowners can get a free in-home analysis plus a free energy savings kit with LEDs and more. Sign up at duke-energy.com/HouseCall.

In Case No. 18-941-EL-RDR, the PUCO approved an adjustment to Rider BTR (Base Transmission Rider part of the Delivery Riders). In Case No. 14-841-EL-SSO, the PUCO approved an adjustment to Rider DCI (Distribution Capital Investment part of the Delivery Riders). The PUCO also approved adjustments to Riders SCR (Supplier Cost Reconciliation) and AER-R (Alternative energy Recovery). Overall, a typical residential customer using 1,000 kWh per month will see an increase of approximately \$0.94 or 0.8 %.

Due Date	Amount Due	Amount
Oct 29, 2018	\$ 118.40	\$ 120.18



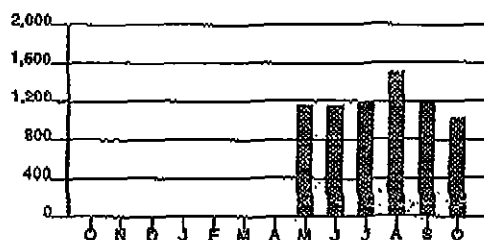
Name	Service Address	Account Number
Ishton W Morton	5493 Edger Dr Cincinnati OH 45239	1860-0486-22-1

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.85 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.82, Peak Demand Reduction = \$0.71, and Renewable Energy = \$0.74.

Explanation of Current Charges		
Electric Meter - 100223479	Duke Energy Rate RS - Residential Svc-Winter	
kWh Usage - 1,026	Distribution-Customer Chg	\$ 5.00
Sep 05 - Oct 04	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,026 kWh @ \$ 0.02534200	26.00
	Delivery Riders	25.51
	Total Delivery Charges	\$ 51.51
	Generation Riders	0.88
	Generation Charges	
	Rider RC	21.05
	Rider RE	40.53
	Rider AERR	0.30
	Rider SCR	1.87cr
	Total Generation Charges	\$ 60.01
		\$ 118.40
	Total Current Electric Charges	\$ 118.40

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 7,317
 Average Usage 1,220

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Electric	0	0	0	0	0	0	0	1,178	1,178	1,212	1,271	1,217	1,026

Account Number 1860-0486-22-1

10 05

Due Date	Amount Due
Nov 27, 2018	\$ 133.32

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

☐

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

021521 000006546
ISHTON W MORTON
5483 EDGER DR
CINCINNATI OH 45239-7752

943-7585
Free bulbs
PO Box 1326
Charlotte NC 28201-1326

400 00000133329 18600486221 112720189 00000135321

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

Name/Service Address	For Inquiries Call	Account Number
Ishton W Morton 5483 Edger Dr Cincinnati OH 45239	Duke Energy 1-800-544-6900	1860-0486-22-1

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Nov 05 not included Last payment received Nov 02 Bill prepared on Nov 05, 2018 Next meter reading Dec 05, 2018

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 100223479	Oct 04 Nov 02	29	107794	109016	1,222

Electric Residential	Current Billing
Usage - 1,222 kWh Duke Energy - Rate RS \$ 135.06 Current Electric Charges \$ 135.06	Amt Due - Previous Bill \$ 118.40 Payment(s) Received 117.74cr Balance Forward 0.66 Current Electric Charges 135.06 PwrMgr Event Cr - A/C 2.40cr Current Amount Due \$ 133.32

If you have any questions about the Power Manager program, please call us toll-free at 1-877-392-4848

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to HeatShare. To donate, see the enclosed bill insert or go to duke-energy.com/donate.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.53 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.37, Peak Demand Reduction = \$0.84, and Renewable Energy = \$0.88.

Due Date	Amount Due	Due
Nov 27, 2018	\$ 133.32	Nov 27, 2018
		\$ 135.32

Name	Service Address	Account Number
Ishton W Morton	5483 Edger Dr Cincinnati OH 45239	1860-0486-22-1

Explanation of Current Charges		
Electric Meter - 100223479	Duke Energy	
kWh Usage - 1,222	Rate RS - Residential Svc-Winter	
Oct 04 - Nov 02 29 Days	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,222 kWh @ \$ 0.02534200	30.97
	Delivery Riders	29.49
	Total Delivery Charges	\$ 60.40
	Generation Riders	1.05
	Generation Charges	
	Rider RC	23.19
	Rider RE	46.29
	Rider AERR	0.36
	Rider SCR	2.23 cr
	Total Generation Charges	\$ 67.61
		\$ 135.06
	Total Current Electric Charges	\$ 135.06

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 8,539
 Average Usage 1,220

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	0	0	0	0	0	0	1,176	1,175	1,212	1,811	1,217	1,026	1,222

3021

Account Number 1860-0486-22-1

10 05

Due Date	Amount Due
Dec 28, 2018	\$ 240.09

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

021829 000006663
ISHTON W MORTON
5483 EDGER DR
CINCINNATI OH 45239-7752



12/28/2018

PO Box 1326
Charlotte NC 28201-1326

Conf # 105233048

400 00000240095 18600486221 122820181 00000243698

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Name / Service Address	For Inquiries Call	Account Number
Ishton W Morton 5483 Edger Dr Cincinnati OH 45239	Duke Energy 1-800-544-6900	1860-0486-22-1

Mail Payments to	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 06 not included Last payment received Nov 28 Bill prepared on Dec 06, 2018 Next meter reading Jan 08, 2019

Meter Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec 100223479	Nov 02 Dec 05	33	109016	111479	2,463

Electric - Residential	Current Billing
Usage - 2,463 kWh	Amt Due - Previous Bill \$ 133.32
Duke Energy - Rate RS \$ 240.09	Payment(s) Received 133.32
Current Electric Charges \$ 240.09	Balance Forward 0.00
	Current Electric Charges 240.09
	Current Amount Due \$ 240.09

Our community is stronger when neighbors help neighbors. Help a neighbor in need stay warm this winter with a contribution to HeatShare. To donate, see the enclosed bill insert or go to duke-energy.com/donate.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.70 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

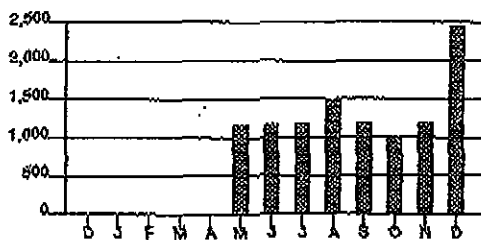
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$6.78. Peak Demand Reduction = \$1.70. and Renewable Energy = \$1.77.

Due Date	Amount Due	Due Date
Dec 28, 2018	\$ 240.09	Dec 28, 2018
		\$ 243.69

Name	Service Address	Account Number
Ishton W Morton	5483 Edger Dr Cincinnati OH 45239	1860-0486-22-1

Explanation of Current Charges		
Electric	Duke Energy	
Meter - 100223479	Rate RS - Residential Svo-Winter	
kWh Usage - 2,463		
Nov 02 - Dec 05		
33 Days		
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	2,463 kWh @ \$ 0.02534200	62.42
	Delivery Riders	53.90
	Total Delivery Charges	\$ 116.32
	Generation Riders	2.11
	Generation Charges	
	Rider RC	36.71
	Rider RE	82.71
	Rider AERR	0.73
	Rider SCR	4.49cr
	Total Generation Charges	\$ 115.66
		\$ 240.09
	Total Current Electric Charges	\$ 240.09

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 11,002
 Average Usage 1,375

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Electric	0	0	0	0	0	1,176	1,175	1,212	1,511	1,217	1,028	1,222	2,463

Name	Service Address	Account Number
Ishton W Morton	5483 Edger Dr Cincinnati OH 45239	1860-0486-22-1

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 4.48 cents per kWh for the same usage that appears on this bill. To review competitive offers from electric suppliers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov. To learn more about Price to Compare, visit www.duke-energy.com or contact Duke Energy for a written explanation.

If you have any questions about electric supplier service received from NRG Retail Solutions, please call them at 1-855-500-8703 or write to: 3711 Market St Philadelphia, PA 19104.

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$7.55, Peak Demand Reduction = \$1.89, and Renewable Energy = \$1.97.

Explanation of Current Charges			
Electric		Duke Energy	
Meter -	100223479	Rate RS - Residential Svc-Winter	
kWh Usage -	2,741	Old Rate Effective Dec 05 To Jan 01	
Dec 05 - Jan 08		Distribution-Customer Chg	\$ 4.76
34 Days		Delivery Charges	
		Distribution-Energy Chg	
		2,176 kWh @ \$ 0.02534200	55.14
		Delivery Riders	47.48
		Total Delivery Charges	\$ 102.62
		Generation Riders	1.50
			\$ 108.88
<hr/>			
		Duke Energy	
		Rate RS - Residential Svc-Winter	
		New Rate Effective Jan 01 To Jan 08	
		Distribution-Customer Chg	\$ 1.24
		Delivery Charges	
		Distribution-Energy Chg	
		565 kWh @ \$ 0.03148200	17.79
		Delivery Riders	10.57
		Total Delivery Charges	\$ 28.36
		Generation Riders	0.39
			29.99
<hr/>			
		Generation Charge	
		nrg.*	
		Home	
		NRG Solutions	
		Rate RL76 - NRG Retail Solutions	
		Supplier Energy Charge	
		2,741 kWh @ \$ 0.05800000	\$ 158.98
			158.98
		Total Current Electric Charges	\$ 297.85

DUKE ENERGY

Account Number 1860-0486-22-1

10 05

Due Date	Amount Due
Jan 31, 2019	\$ 297.85

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

026371 000006517



ISHTON W MORTON
 5483 EDGER DR
 CINCINNATI OH 45239-7752

PO Box 1326
 Charlotte NC 28201-1326

400 00000297852 18600486221 013120196 00000302325

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Name / Service Address	For Inquiries Call	Account Number
Ishton W Morton 5483 Edger Dr Cincinnati OH 45239	Duke Energy NRG Retail Solutions 1-800-544-6900 1-855-500-8703	1860-0486-22-1 84214217917916

Mail Payments to	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 09 not included Last payment received Dec 31 Bill prepared on Jan 09, 2019 Next meter reading Feb 06, 2019

Meter Number	Reading Date From To	Days	Meter Reading Previous	Current	Usage
Elec 100223479	Dec 05 Jan 08	34	111479	114220	2,741

Electric Residential	Current Billing
Usage - 2,176 kWh	Amt Due - Previous Bill \$ 240.09
Duke Energy - Rate RS \$ 108.86	Payment(s) Received 240.09cr
Usage - 565 kWh	Balance Forward 0.00
Duke Energy - Rate RS 29.99	Current Electric Charges 297.85
NRG Retail - Rate RL76 158.98	Current Amount Due \$ 297.85
Solutions	
Current Electric Charges \$ 297.85	
Old Rate Effective Dec 05 To Jan 01	
New Rate Effective Jan 01 To Jan 08	

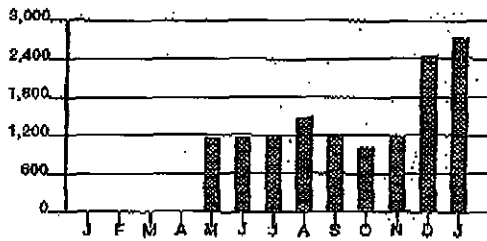
In Case No.17-52-EL-AIR, the PUCO approved changes to the base distribution rates. Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. In Case No.17-1263-EL-SSO, the PUCO approved adjustments to Rider AER-R (Alternative Energy Recovery), Rider DCI (Distribution Capital Investment), and Rider SCR (Supplier Cost Reconciliation). In Case No.18-1043-EL-UEX and 18-1042-EL-UEX, the PUCO approved adjustments to Riders UE-ED and UE-GEN (Uncollectible Expense Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.25 or (1.1%) per month effective January 2019.

Due Date	Amount Due	After Jan 31, 2019
Jan 31, 2019	\$ 297.85	\$ 302.32

Name	Service Address	Account Number
Ishton W Morton	5483 Edger Dr Cincinnati OH 45239	1860-0486-22-1

kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 13,743
Average Usage 1,527

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Electric	0	0	0	0	1,178	1,178	1,212	1,511	1,217	1,028	1,222	2,483	2,741