

FILE

Formal Complaint Form

Anthony Angelo
Customer Name (Please Print)

4170 Forest Ave
Customer Address

Norwood OH 45212
City State Zip

Against

4030-0604-26-0
Account Number

Customer Service Address (if different from above)

Duke Energy
Utility Company Name

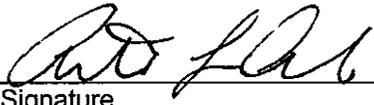
City State Zip

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

I received information from Duke Energy that they wanted to install smart meters for my electricity and gas. Following O.A.C. 4901:1-10-05, I chose to opt out and use a traditional meter, which I assumed to be the ones with the spinning dials and no electronic broadcasting. AEP offers this in their regions of Ohio. Duke offers it just over the border in Indiana. However, Duke tells me that in Cincinnati, even with paying the \$100 meter fee and \$30 a month to opt out and have readers come out, the meters are in fact not traditional meters as Ohio Law prescribes. The electric meter is electronic based and uses a type of broadcast, and the gas meter is using a wireless type of broadcast. There's still no one even coming out to "read", as the meters are broadcasting to them -- even though they are charging for the supposed meter readers are not even having to come. If I have to pay to not have a smart meter -- to have a traditional meter, I want traditional meters that are doing no broadcasting.

My original contact with PUCO gave a case number of 00263414.

Thank-you


Signature

513-554-1077
Customer Telephone Number

RECEIVED-DOCKETING DIV
2019 MAY 23 PM 2:14
PUCO

This is to certify that the images appearing are at accurate and complete reproduction of a case file document delivered in the regular course of business. Updated May 21, 2019 (614) 466-3016 www.PUCO.ohio.gov
Technician ADW Date Processed 5/24/19

Long Recital Hall, Xavier University

May 19, 2019

2:15 PM

Somersault King.....Mike Schoenmehl
Aarna Kalita, piano

Tarantella.....Samuel Maykapar
Austin Xiao, piano

Lyrical Waltz.....Dmitri Shostakovich
Boris Voronov, piano

The Green Dog.....Herbert Kingsley
Lily Adams, voice
George Drewyor, piano

Seasons (August/ Harvest).....Pyotr Ilych Tchaikovsky
Catherine Angelo, piano

Nocturne in C Sharp Minor op. 19 no. 4.....Pyotr Ilych Tchaikovsky
Lara Licu, piano

Sonata in C minor op. 13 III.....Ludwig van Beethoven
Daniel Chen, piano

Allegro Barbaro.....Bela Bartok
Remy Irvine, piano

Name	Service Address	Account Number
Cynthia Angelo Anthony Angels	4170 Forest Cincinnati OH 45212	4030-0604-26-0

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.

This month's Gas Cost Recovery (GCR) charge for customers purchasing their natural gas from Duke Energy is \$0.4318321 per CCF, which includes a base GCR of \$0.4117 and Ohio excise tax of \$0.0201321.

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 %.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.28 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 Dynegy Energy Services, please call them at 1-877-331-3045 or write to: 312 Walnut St. Suite 1500 Cincinnati, OH 45202

If you have any questions about gas supplier service received from Constellation NewEnergy, please call them at 1-888-367-4493 or write to: P.O. Box 4911 Houston, TX 77010 Cincinnati, OH 45202

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.98. Peak Demand Reduction = \$1.00. and Renewable Energy = \$1.04.

Explanation of Current Charges			
Gas Meter -	000610722	Duke Energy	
CCF Usage -	54	Rate FTRT - Res Transportation	
Sep 20 - Oct 19		Fixed Delivery Service Charge	\$ 33.03
29 Days		Usage-Based Charge	
		54 CCF @ \$ 0.03272800	1.77
		Gas Delivery Riders	9.33
		Applicable Surcharge	
		54 CCF @ \$ 0.00414100cr	0.22cr
			\$ 43.91
		Constellation NewEnergy	
		Rate FS23 - Constellation NewEnergy	
		Gas Supplier Energy Chg	
		54 CCF @ \$ 0.47600000	\$ 25.70
			25.70
		Total Current Gas Charges	\$ 69.61

Account Number 4030-0604-26-0 10 16

Due Date	Amount Due
Nov 13, 2018	\$ 227.02

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

Cynthia Angelo
 Anthony Angels
 4170 Forest Ave
 Norwood OH 45212

PO Box 1326
 Charlotte NC 28201-1326

400 00000227021 40300604260 111320187 00000230430

Name / Service Address	For Inquiries Call	Account Number
Cynthia Angelo Anthony Angels 4170 Forest Cincinnati OH 45212	Duke Energy 1-800-544-6900 Constellation NewEnergy 1-888-367-4493 Dynergy Energy Services 1-877-331-3045	4030-0604-26-0 7124637 A0B1C00000HIKFH UAI

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 22 not included Last payment received Oct 17 Bill prepared on Oct 22, 2018 Next meter reading Nov 19, 2018

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	000610722	Sep 20	Oct 19	29	9195	9249	54
Elec	100030902	Sep 20	Oct 19	29	150793	152238	1,445

Gas - Residential	
Usage - 54 CCF	
Duke Energy - Rate FTRT	\$ 43.91
Constellation - Rate FS23 NewEnergy	25.70
Current Gas Charges	\$ 69.61

Current Billing	
Amt Due - Previous Bill	\$ 227.49
Payment(s) Received	227.49cr
Balance Forward	0.00
Current Gas Charges	69.61
Current Electric Charges	155.61
Taxes	1.80
Current Amount Due	\$ 227.02

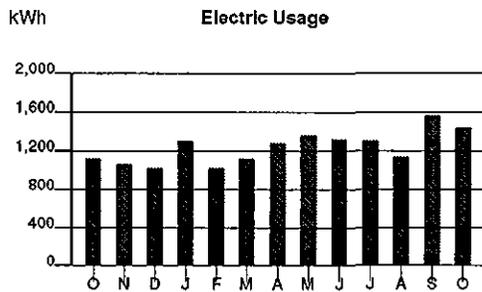
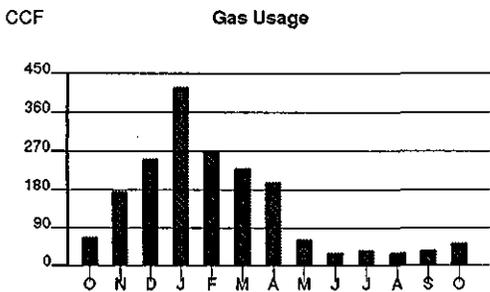
Electric - Residential	
Usage - 1,445 kWh	
Duke Energy - Rate RS	\$ 77.72
Dynergy - Rate DE72 Energy Services	77.89
Current Electric Charges	\$ 155.61

Taxes	
Taxes	\$ 1.80

Due Date	Amount Due	After
Nov 13, 2018	\$ 227.02	Nov 19, 2018
		\$ 230.43

Name		Service Address		Account Number
Cynthia Angelo Anthony Angels		4170 Forest Cincinnati OH 45212		4030-0604-26-0
Electric		Duke Energy		
Meter -	100030902	Rate RS - Residential Svc-Winter		
kWh Usage -	1,445	Distribution-Customer Chg		\$ 6.00
Sep 20 - Oct 19		Delivery Charges		
29 Days		Distribution-Energy Chg		36.62
		1,445 kWh @ \$ 0.02534200		33.86
		Delivery Riders		\$ 70.48
		Total Delivery Charges		
		Generation Riders		1.24
				77.72
		Generation Charge		
		DYNEGY		
		Dynergy Energy Services		
		Rate DE72 - Dynergy Energy Services		
		Supplier Energy Charge		
		1,445 kWh @ \$ 0.05390000		\$ 77.89
				77.89
Total Current Electric Charges				\$ 155.61

Explanation of Taxes			
Taxes	Tax on Gas Supplier Energy Chg	\$ 1.80	\$ 1.80
Total Taxes			\$ 1.80



Calculations based on most recent 12 month history
 Total Usage 1,821
 Average Usage 152

Calculations based on most recent 12 month history
 Total Usage 15,005
 Average Usage 1,250

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Gas	68	179	256	422	274	231	200	66	33	37	33	36	54
Electric	1,125	1,067	1,021	1,309	1,020	1,191	1,280	1,375	1,320	1,318	1,145	1,574	1,445