

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE APPLICATION OF
DUKE ENERGY OHIO, INC. FOR
APPROVAL OF BILL FORMAT CHANGES.

CASE NO. 19-1593-GE-UNC

ENTRY

Entered in the Journal on October 10, 2019

{¶ 1} Duke Energy Ohio, Inc. (Duke or the Company) is an electric distribution utility as defined by R.C. 4928.01(A)(6), a natural gas company as defined by R.C. 4905.03, and a public utility as defined in R.C. 4905.02, and, as such, is subject to the jurisdiction of this Commission.

{¶ 2} Ohio Adm.Code 4901:1-13-11(D) provides that a gas or natural gas company proposing a new bill format shall file its proposed bill format with the Commission for approval. If the Commission does not act upon an application for a new bill format approval within 45 days, the proposed bill format shall automatically be approved on the 46th day.

{¶ 3} Ohio Adm.Code 4901:1-10-22(C) provides that an electric utility proposing a new bill format shall file its proposed bill format with the Commission for approval. If the Commission does not act upon an application for a new bill format approval within 45 days, the proposed bill format shall automatically be approved on the 46th day.

{¶ 4} On August 27, 2019, Duke filed an application seeking approval of a new universal bill format as part of its Customer Connect Program. Duke represents that it received feedback from customers, employees, and Commission Staff and subsequently created the new proposed bill format to remove confusing content, simplify information, and make the bill more digestible and visually pleasing. In addition, Duke states that, while the new bill looks different, the Company has maintained all of the information its customers value and all of the information required by the Commission. Duke notes that a sample proposed bill format is attached to the application. Lastly, Duke requests that the Commission approve the proposed bill format as filed.

{¶ 5} On September 16, 2019, the Ohio Consumers' Counsel, among other things, filed a motion to suspend the automatic approval process of Duke's proposed bill format application.

{¶ 6} The attorney examiner finds that good cause exists to suspend the 45-day automatic approval process with respect to Duke's proposed bill format application, in order that the Commission and Staff may review the matter further.

{¶ 7} It is, therefore,

{¶ 8} ORDERED, That the automatic approval process for Duke's proposed bill format application be suspended until further ordered by the Commission. It is, further,

{¶ 9} ORDERED, That a copy of this Entry be served upon all parties of record.

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/Lauren L. Augostini

By: Lauren L. Augostini
Attorney Examiner

JRJ/hac

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

10/10/2019 3:38:45 PM

in

Case No(s). 19-1593-GE-UNC

Summary: Attorney Examiner Entry suspending automatic approval process for Duke's proposed bill format application electronically filed by Heather A Chilcote on behalf of Lauren L. Augostini, Attorney Examiner, Public Utilities Commission of Ohio