



Public Utilities Commission

Mike DeWine, Governor
Sam Randazzo, Chairman

Commissioners

M. Beth Trombold
Lawrence K. Friedeman
Dennis P. Deters
Daniel R. Conway

Case Detail

Case Number: 00232633	Owner: Maureen Harbolt
Account Name: [REDACTED]	Account in Question: Verde Energy USA Ohio LLC
Type:	Account Holder: [REDACTED]
Status: Closed	Priority: Standard
Preferred Contact Method: No Preference	Service Type: Residential

CASE DATES:

Date Opened: 10-16-2018
Case Age in Business Days: 7

Date Closed: 10-24-2018

Contact Information

Contact: [REDACTED]	Preferred Contact Method: No Preference
Phone: [REDACTED]	Preferred Contact Time:
Mobile:	Email:

Service Address Information

Service Account Number: [REDACTED]	Service Address County: Hamilton
Service Address Street: [REDACTED]	Service Address State: Ohio
Service Address City: Cincinnati	Service Address Zip:
Service Address Country: United States	Service Address Phone: [REDACTED]

Industry Information

AIQ Industry: Electric	Territory Account:
AIQ Sub-Industry: Competitive Retail Electric Service Provider	General Code: Marketing -- Electric
AIQ Sub-Sub-Industry:	Specific Code: Enrollment Dispute
Non-Jurisdictional Case: <input type="checkbox"/>	

Additional Information

PUCO ID: 345478	Case Formal Complaint Specialist Approved:
Docketing Case Number:	Case Formal Complaint Supervisor Approved:
Legacy Case ID:	

Transportation Information

Crossing ID:

Railroad:

Railroad Street Name:

Description Information

Description:

Resolution:

LVM to close.

Case Comments

Created Date	Comment
10/16/2018 3:03:34 PM	<p>Caller, [REDACTED] is customers mother, not authorized on account. Caller states her son has been getting high bills from duke, and when called duke was advised has supplier verde. Caller contacted verde and was told [REDACTED] (customers wife) authorized enrollment. Caller is not sure if [REDACTED] is authorized on account. Caller was told they would cancel, but would take a billing cycle or two. Caller states her son is up for d.c and cannot continue to pay such high bills. Advised caller of WRO, advised of payment plans. Duke already offered plan.</p> <p>Provided caller with HL number and advised if her son would like to open investigation to call and authorize and provided number to case. ICB.</p>
10/19/2018 3:31:07 PM	<p>Customer calling in to authorize investigation, states he checked with DUKE and [REDACTED] has never been authorized on account. caller states he cancelled service with verde. advised of investigation process.</p>

10/24/2018 4:10:47 PM	<p>CO response: Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.</p> <p>[REDACTED] filed a complaint with stating he never enrolled with Verde.</p> <p>Investigative Results:</p> <ul style="list-style-type: none"> On 8/21/2016, [REDACTED] [REDACTED] authorized the electric enrollment to CenStar Energy Corp. ("CenStar") onto a 12 month fixed rate plan at 0.0715 cents/kWh with \$0 Monthly Service Fee and \$100 Early Termination Fee. (TPV Attached) On 9/28/2016, the electric service became active with CenStar. On 8/19/2017, CenStar generated and sent the Contract Expiration Notice. (Letter Attached) On 9/28/2017, the electric service defaulted to a variable month-to-month rate. On 6/26/2018, the reassignment letter was sent. (Letter Attached) On 8/28/2018, the electric service became active with Verde. On 10/16/2018, [REDACTED] [REDACTED] contacted Verde and requested to cancel the service. The Verde agent submitted the cancellation request. On 10/22/2018, Verde received PUCO Complaint No. 00232633. <p>Outcome: As an initial matter, we 'd like to confirm that the electric service was assigned to Verde per the attached assignment letter sent on 6/26/2018 and not directly enrolled or solicited. Because of this Verde does not possess a TPV, however; the enrollment to Verde is deemed as valid.</p> <p>Lastly, as it stands, the electric service is scheduled to terminate with Verde on 11/27/2018 with the date solely determined by the utility and not by Verde.</p> <p>*****</p> <p>LVM to close.</p>
2/20/2019 5:05:57 AM	LVM to close.

Web Information

Web Name:
Web Home Phone:
Web Email:
Web Company:
Web Zip Code:

Web Account in Question:
Web US Dot #:

System Information

Created by: Maureen Harbolt
Tasks Correspondence Review: 0
Tasks Correspondence Review:0

Last Modified by: Sara Macey
Next Activity Date:
Case Grade Created: ☐
Case Grade Target: ☐

Case Emails

Email Created Date: 10/22/2018 8:52:36 AM

Email Text Version:

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00232633

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45231

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45231

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good Morning,

Mr. [REDACTED] contacted the PUCO regarding Verde showing as supplier on his Duke Ohio bill. The customer states he never enrolled with Verde.

When was this account enrolled, and how?

Please provide copies of:

- *The sales to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref: _00Dt0GzXt._500t0CmFEg:ref

Email Created Date: 10/22/2018 12:31:51 PM

Email Text Version:

Good morning,

Thank you for bringing Mr. [REDACTED] concerns to our attention and giving us the opportunity to address them. However, with the information provided we were unable to locate an account for Mr. [REDACTED]. As such, please send us the actual account holder's name, address that is being serviced by Verde, and the account number so that we may further assist.

Best regards,

April Lusk

From: PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>

Sent: Monday, October 22, 2018 7:55 AM

To: Regulatory <regulatory@sparkenergy.com>

Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232633 [

ref:_00Dt0GzXt._500t0CmFEg:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint

Provider of Electric

Please Respond Within 3 Business Days

CASE ID: 00232633

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45231

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45231

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

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Mr. [REDACTED] contacted the PUCO regarding Verde showing as supplier on his Duke Ohio bill. The customer states he never enrolled with Verde.

When was this account enrolled, and how?

Please provide copies of:

- *The sales to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
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Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
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[www.PUCO.ohio.gov<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5bde1622d85442bd5fb508d6383bdb7b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636758227074319982&sdata=Ik0Dj1j8qDX2zsQAp3JUBm7biT4hlkHp0wFNOZQq8%2Fo%3D&reserved=0>](https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C5bde1622d85442bd5fb508d6383bdb7b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636758227074319982&sdata=Ik0Dj1j8qDX2zsQAp3JUBm7biT4hlkHp0wFNOZQq8%2Fo%3D&reserved=0)

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[http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003bcRW]

ref:_00Dt0GzXt._500t0CmFEg:ref

Email Created Date: 10/22/2018 2:27:35 PM

Email Text Version:

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00232633

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45231

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45231

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [REDACTED] called the PUCO to dispute his supplier, but the supply company states the account number and address are not valid customers in their system.

Is this customer in your system?

Can you verify who the supplier is and how long they have had them?

Can you provide the last 12 bill copies?

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref: _00Dt0GzXt._500t0CmFEg:ref

Email Created Date: 10/22/2018 7:01:56 PM

Email Text Version:

Good afternoon,

We appreciate your patience as we were able to locate the account under [REDACTED] [REDACTED]

To Whom This May Concern:

This is Verde Energy USA ("Verde") response to PUCO Complaint No. 00232633.

Thank you for bringing [REDACTED] concern to our attention and for allowing us the opportunity to address it.

[REDACTED] filed a complaint with stating he never enrolled with Verde.

Investigative Results:

- On 8/21/2016, [REDACTED] [REDACTED] authorized the electric enrollment to CenStar Energy Corp. ("CenStar") onto a 12 month fixed rate plan at 0.0715 cents/kWh with \$0 Monthly Service Fee and \$100 Early Termination Fee. (TPV Attached)
- On 9/28/2016, the electric service became active with CenStar.
- On 8/19/2017, CenStar generated and sent the Contract Expiration Notice. (Letter Attached)
- On 9/28/2017, the electric service defaulted to a variable month-to-month rate.
- On 6/26/2018, the reassignment letter was sent. (Letter Attached)
- On 8/28/2018, the electric service became active with Verde.
- On 10/16/2018, [REDACTED] [REDACTED] contacted Verde and requested to cancel the service. The Verde agent submitted the cancellation request.
- On 10/22/2018, Verde received PUCO Complaint No. 00232633.

Outcome:

As an initial matter, we 'd like to confirm that the electric service was assigned to Verde per the attached assignment letter sent on 6/26/2018 and not directly enrolled or solicited. Because of this Verde does not possess a TPV, however; the enrollment to Verde is deemed as valid.

Lastly, as it stands, the electric service is scheduled to terminate with Verde on 11/27/2018 with the date solely determined by the utility and not by Verde.

Please let me know if you have any additional questions or concerns regarding this matter.

Kindest Regards,

[<https://www.sparkenergy.com/SignatureImages/verdeusa.png>]

April Lusk | Regulatory Specialist

12140 Wickchester Ln, Ste 100 | Houston, TX 77079

Tel: 832-333-7019 | Fax: 832-320-2979

alusk@verdeenergy.com<<mailto:alusk@verdeenergy.com>>

From: Customer Concerns
Sent: Monday, October 22, 2018 11:32 AM
To: 'PUCO Consumer Call Center' <contactthepuco@puc.state.oh.us>
Subject: RE: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232633 [ref:_00Dt0GzXt._500t0CmFEg:ref]

Good morning,

Thank you for bringing Mr. [REDACTED] concerns to our attention and giving us the opportunity to address them. However, with the information provided we were unable to locate an account for Mr. [REDACTED]. As such, please send us the actual account holder's name, address that is being serviced by Verde, and the account number so that we may further assist.

Best regards,

April Lusk

From: PUCO Consumer Call Center
<contactthepuco@puc.state.oh.us<mailto:contactthepuco@puc.state.oh.us>>
Sent: Monday, October 22, 2018 7:55 AM
To: Regulatory <regulatory@sparkenergy.com<mailto:regulatory@sparkenergy.com>>
Subject: [EXTERNAL] PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232633 [ref:_00Dt0GzXt._500t0CmFEg:ref]

[<https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt>]

Initial Submission of a Consumer Complaint
Provider of Electric
Please Respond Within 3 Business Days

CASE ID: 00232633
CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Cincinnati, Ohio 45231
SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45231
AIQ: Verde Energy USA Ohio LLC
SERVICE ACCOUNT NUMBER: [REDACTED]
NIQ: [REDACTED]

Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)

DESCRIPTION OF ISSUE:

Good Morning,

Mr. [REDACTED] contacted the PUCO regarding Verde showing as supplier on his Duke Ohio bill. The customer states he never enrolled with Verde.

When was this account enrolled, and how?

Please provide copies of:

- *The sales to this customer
- *The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
- *Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
- *Any signed enrollment agreements
- *Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Cdf1fbc923bab4428c60508d63871d10b%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636758459548034534&sdata=LuVqxbO2TFWsCNpVNXhHgXM83uJ0SC48Tnv%2FZqBzHEE%3D&reserved=0>>

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ref:_00Dt0GzXt._500t0CmFEg:ref

Email Created Date: 10/24/2018 11:20:58 AM

Email Text Version:

Maureen,

RE:

[REDACTED]
Cincinnati, OH, 45231

I reviewed the above address for Mr. [REDACTED]. He has had electric service at this location since 11/12/13.

I have answered your questions below:

1. Is this customer in your system?

Yes, Mr. [REDACTED] has had electric service at the address of [REDACTED] since 11/12/13.

2. Can you verify who the supplier is and how long they have had them?

Yes. Mr. [REDACTED] is currently enrolled with Verde Energy USA Ohio since 8/28/18. There is a termination date set for 11/28/18. Prior to that, Mr. [REDACTED] was enrolled with CenStar Energy from 9/28/16 – 8/28/18.

3. Can you provide the last 12 bill copies?

Per your request, I have attached the copies.

Please let me know if you need anything else.

Thanks,
Kristi Stanifer

Consumer Affairs Specialist – Midwest
317-838-1009

[cid:image002.png@01CE2FB5.ED28E770]

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From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]
Sent: Monday, October 22, 2018 2:29 PM
To: Commission-AGT@duke-energy.com
Subject: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232633 [ref:_00Dt0GzXt._500t0CmFEg:ref]

*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***
[https://puco.my.salesforce.com/servlet/servlet.ImageServer?id=015t0000000Dt3q&oid=00Dt000000GzXt]

Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00232633

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45231

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45231

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!

DESCRIPTION OF ISSUE:

Good afternoon,

Mr. [REDACTED] called the PUCO to dispute his supplier, but the supply company states the account number and address are not valid customers in their system.

Is this customer in your system?

Can you verify who the supplier is and how long they have had them?

Can you provide the last 12 bill copies?

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7Ca57db8381f92404f2fb108d639c3eca9%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C636759912117220234&sdata=1LZDhfzNHLkXe0erOR72I6nbOu4bLkh6vOrCZjXMAvg%3D&reserved=0>>

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[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003bcwe>]

ref:_00Dt0GzXt._500t0CmFEg:ref

Email Created Date: 10/24/2018 1:52:58 PM

Email Text Version:

Thank you Kristi, can you verify if there is a [REDACTED] authorized on the account?

Thank you,

Maureen

----- Original Message -----

From: Stanifer, Kristi [kristi.stanifer@duke-energy.com]

Sent: 10/24/2018 11:18 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232633 [

ref:_00Dt0GzXt._500t0CmFEg:ref]

Maureen,

RE: [REDACTED] [REDACTED]

[REDACTED]

Cincinnati, OH, 45231

I reviewed the above address for Mr. [REDACTED]. He has had electric service at this location since 11/12/13.

I have answered your questions below:

1. Is this customer in your system?

Yes, Mr. [REDACTED] has had electric service at the address of [REDACTED] since 11/12/13.

2. Can you verify who the supplier is and how long they have had them?

Yes. Mr. [REDACTED] is currently enrolled with Verde Energy USA Ohio since 8/28/18. There is a termination date set for 11/28/18. Prior to that, Mr. [REDACTED] was enrolled with CenStar Energy from 9/28/16 – 8/28/18.

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Please let me know if you need anything else.

Thanks,

Kristi Stanifer

Consumer Affairs Specialist – Midwest

317-838-1009

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Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00232633

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45231

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45231

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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ref:_00Dt0GzXt._500t0CmFEg:ref

Email Created Date: 10/24/2018 1:54:23 PM

Email Text Version:

Maureen – no there is not a [REDACTED] listed on the account.

Kristi Stanifer

Consumer Affairs Specialist – Midwest

317-838-1009

[cid:image002.png@01CE2FB5.ED28E770]

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From: PUCO Consumer Call Center [mailto:contactthepuco@puc.state.oh.us]

Sent: Wednesday, October 24, 2018 1:53 PM

To: Stanifer, Kristi

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232633 [

ref:_00Dt0GzXt._500t0CmFEg:ref]

Thank you Kristi, can you verify if there is a [REDACTED] authorized on the account?

Thank you,

Maureen

----- Original Message -----

From: Stanifer, Kristi [kristi.stanifer@duke-energy.com]

Sent: 10/24/2018 11:18 AM

To: contactthepuco@puco.ohio.gov

Subject: RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00232633 [

ref:_00Dt0GzXt._500t0CmFEg:ref]

Maureen,

RE:

[REDACTED]
Cincinnati, OH, 45231

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[cid:image002.png@01CE2FB5.ED28E770]

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Initial Submission of a Consumer Complaint

Please Respond Within 10 Business Days

CASE ID: 00232633

CUSTOMER: [REDACTED]

ADDRESS: [REDACTED] Cincinnati, Ohio 45231

SERVICE ADDRESS: [REDACTED] Cincinnati, Ohio 45231

AIQ: Verde Energy USA Ohio LLC

SERVICE ACCOUNT NUMBER: [REDACTED]

NIQ: [REDACTED]

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Mr. [REDACTED] called the PUCO to dispute his supplier, but the supply company states the account number and address are not valid customers in their system.

Is this customer in your system?

Can you verify who the supplier is and how long they have had them?

Can you provide the last 12 bill copies?

Please provide any additional information that may assist in investigation.

Sincerely,

Maureen Harbolt

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)

www.PUCO.ohio.gov<<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.puco.ohio.gov%2F&data=02%7C01%7CContactThePUCO%40puco.ohio.gov%7C18c742963d3f4a528abc08d639d9b785%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C0%7C636760004598668104&sdata=%2FJ%2BxtqO9MxCfXD2MIMnE0xbgTMEr4%2BsoRG6oPUKmuX0%3D&reserved=0>>




This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003bcwe>]

ref:_00Dt0GzXt._500t0CmFEg:ref

[<http://puco.my.salesforce.com/servlet/servlet.ImageServer?oid=00Dt0000000GzXt&esid=018t0000003bgQm>]

Case Images

Created Date	Images
10/24/2018 11:20:58 AM	 DUKE ENERGY.
10/24/2018 1:52:58 PM	 DUKE ENERGY.
10/24/2018 1:54:24 PM	 DUKE ENERGY.



1 Radisson Plaza Suite 704 New Rochelle NY 10801

Tel: 877-529-6701 Fax: 914-355-4242

Website: www.censtarenergy.com

Email: info@censtarenergy.com

August 19, 2017

[REDACTED]
CINCINNATI OH 45231

RENEWAL NOTICE

Dear Customer,

This is an automated letter being sent to you within 30 days of the expiration of your energy agreement with CenStar Energy. If you already renewed your agreement or switched to either another supplier or the utility, please disregard this letter.

This letter is to inform you that your current agreement(s) with CenStar Energy expires on 9/28/2017. We have enjoyed having you as a customer and trust that you are happy with us. We value customers like you and look forward to continuing to be your electric supplier for years to come. Below is a summary of your renewal agreement.

Account number(s)	[REDACTED]
Account Name	[REDACTED]
Service Address(es)	[REDACTED] CINCINNATI OH 45231
Local Utility Company	Duke
Type(s) of Service	Electric
Product Type	Variable
Agreement Term	Month-to-Month
Early Termination Fee	\$0.00
Term Start Date	9/29/2017
Term End Date	10/28/2017

Please review the Terms and Conditions to assure your renewal agreement best suits your current needs. A copy of the agreement's Terms and Conditions can be found at www.censtarenergy.com.

To compare historic and current prices offered by all ESCOs for standard service without energy-related value-added attributes, please visit the department of Public Service's Power to Choose website.

If you are interested in hearing about other supply plans that we offer, please contact us at 1-877-529-6701. If you choose to discontinue your service with us, you may switch to another supplier, or return to your local utility company, without an early termination fee, at the expiration of your current agreement by contacting us or your local utility company.

Thank you again for allowing us to serve you.

Sincerely,
CenStar Energy



P.O. Box 421289
Houston, TX 77242

June 26, 2018



[REDACTED]
CINCINNATI, OH 45231

Utility: DUKE
Account Number: [REDACTED]

NO ACTION REQUIRED: Your service will continue under your current service agreement without interruption.

Dear [REDACTED]

CenStar Energy Corp. ("CenStar") has appreciated the opportunity to serve as the Competitive Retail Electric Supplier (CRES) for your DUKE account. However, in accordance with your terms and conditions, we are writing to let you know that CenStar will assign your electric service to Verde Energy USA Ohio, LLC ("Verde"), another CRES licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your electric supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with CenStar and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your electric services and you should continue to pay your DUKE bill as normal and call DUKE in case of an outage or emergency just as you do today. The same quality support and service that you are used to with CenStar will continue with Verde.

If you have a fixed rate plan with CenStar, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with CenStar, your service will continue under the same variable electric rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact CenStar by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Krocker
Chief Executive Officer and President
CenStar Energy Corp.
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 877-529-6701
Email: customerservice@censtarenergy.com
Call Center: Mon-Fri: 9:00AM-5:00PM EST

Verde Energy USA Ohio, LLC
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 800-388-3862
Email: service@verdeenergyusa.com
Call Center: 8:00 AM-6:00 PM Monday-Friday EST

Account Number

10 21

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

Due Date

Oct 24, 2017

Amount Due

\$ 135.01

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000135011 102420179 00000137049

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Cincinnati OH 45231	Duke Energy CenStar Energy 1-800-544-6900 1-877-529-6701	

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 02 not included Last payment received Sep 26 Bill prepared on Oct 02, 2017 Next meter reading Oct 27, 2017

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec		Aug 29 Sep 28	30	82310 83370	1,060

Electric - Residential	Current Billing
Usage - 1,060 kWh	Amt Due - Previous Bill \$ 157.02
Duke Energy - Rate RS \$ 59.22	Payment(s) Received 157.02cr
Current Electric Charges \$ 59.22	Balance Forward 0.00
	Current Electric Charges 59.22
	Current Elec Supplier Chg 75.79
	Current Amount Due \$ 135.01

Huge variety + huge savings = huge smiles. Discover a world of deeply discounted LED bulbs today at duke-energy.com/OMGLEDS. Use promo code SHIPFREE on orders of \$25 or more. Offer ends Nov. 1, 2017.

Your Electric Supplier Charges of \$75.79 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.92. Peak Demand Reduction = \$0.73. and Renewable Energy = \$0.76.

Due Date	Amount Due	After Oct 24, 2017
Oct 24, 2017	\$ 135.01	\$ 137.04

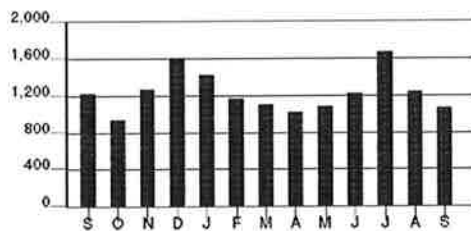
Name	Service Address	Account Number
	Cincinnati OH 45231	

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.15 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Summer	
kWh Usage - 1,060	Distribution-Customer Chg	\$ 6.00
Aug 29 - Sep 28	Delivery Charges	
30 Days	Distribution-Energy Chg	
	1,060 kWh @ \$ 0.02534200	26.86
	Delivery Riders	25.58
	Total Delivery Charges	\$ 52.44
	Generation Riders	0.78
		\$ 59.22
	Total Current Electric Charges	\$ 59.22

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Aug 29 - Sep 28	
	ENERGY CHARGE: 1060.00 KH @	
	0.071500000	\$ 75.79
		\$ 75.79
	Total Electric Supplier Charges	\$ 75.79

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 14,855
Average Usage 1,238

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Electric	1,236	941	1,263	1,605	1,439	1,173	1,116	1,033	1,083	1,225	1,668	1,249	1,060

Account Number [REDACTED] 10 21

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

☐

Due Date	Amount Due
Nov 22, 2017	\$ 153.54

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000153540 [REDACTED] 112220178 00000155845

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45231	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Oct 31 not included Last payment received Oct 26 Bill prepared on Oct 31, 2017 Next meter reading Nov 29, 2017

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	[REDACTED]	Sep 28	Oct 27	29	83370	84182	812

Electric - Residential	Current Billing
Usage - 812 kWh	Amt Due - Previous Bill \$ 135.01
Duke Energy - Rate RS \$ 48.06	Payment(s) Received 135.01cr
Current Electric Charges \$ 48.06	Balance Forward 0.00
	Current Electric Charges 48.06
	Current Elec Supplier Chg 105.48
	Current Amount Due \$ 153.54

In Case No.17-1436-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 a decrease of approximately \$0.29 or (0.2 %).

Huge variety + huge savings = huge smiles. Discover a world of deeply discounted LED bulbs today at duke-energy.com/OMGLEDS. Use promo code SHIPFREE on orders of \$25 or more. Offer ends Nov. 1, 2017.

Your Electric Supplier Charges of \$105.48 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

Due Date	Amount Due	After Nov 22, 2017
Nov 22, 2017	\$ 153.54	\$ 155.84

Name	Service Address	Account Number
	Cincinnati OH 45231	

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

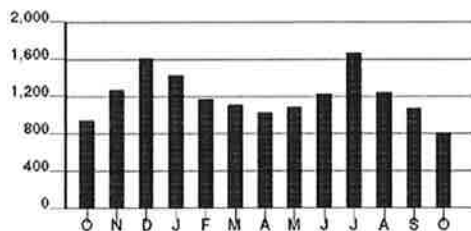
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.24, Peak Demand Reduction = \$0.56, and Renewable Energy = \$0.58.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.13 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Winter	
kWh Usage -	812	
Sep 28 - Oct 27		
29 Days		
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	812 kWh @ \$ 0.02534200	20.58
	Delivery Riders	20.88
	Total Delivery Charges	\$ 41.46
	Generation Riders	0.60
		\$ 48.06
Total Current Electric Charges		\$ 48.06

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Sep 28 - Oct 27	
	ENERGY CHARGE: 812.00 KH @	
	0.129900000	\$ 105.48
		\$ 105.48
Total Electric Supplier Charges		\$ 105.48

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,726
 Average Usage 1,227

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Electric	941	1,263	1,605	1,439	1,173	1,118	1,033	1,083	1,225	1,600	1,249	1,060	812

Account Number

10 21

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

Due Date

Dec 27, 2017

Amount Due

\$ 224.93

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000224936

122720179 00000228303

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Cincinnati OH 45231	Duke Energy CenStar Energy 1-800-544-6900 1-877-529-6701	

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Dec 01 not included Last payment received Nov 22 Bill prepared on Dec 01, 2017 Next meter reading Dec 29, 2017

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec		Oct 27 Nov 29	33	84182 85403	1,221

Electric - Residential	Current Billing
Usage - 1,221 kWh	Amt Due - Previous Bill \$ 153.54
Duke Energy - Rate RS \$ 66.32	Payment(s) Received 153.54cr
Current Electric Charges \$ 66.32	Balance Forward 0.00
	Current Electric Charges 66.32
	Current Elec Supplier Chg 158.61
	Current Amount Due \$ 224.93

Help neighbors in need stay warm this winter by contributing to our HeatShare matching fund program. See this month's bill insert for more information, or visit us at duke-energy.com/HeatShare to give.

We'd like to survey randomly selected customers by email to help us better serve you. Customers who receive and complete the survey are automatically entered in a drawing to win a \$500 prize. Survey participation is not required to enter. Read the "Official Sweepstakes Rules" at duke-energy.com/CXsweepstakes for more details.

Your Electric Supplier Charges of \$158.61 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

Due Date	Amount Due	After Dec 27, 2017
Dec 27, 2017	\$ 224.93	\$ 228.30

Name	Service Address	Account Number
	Cincinnati OH 45231	

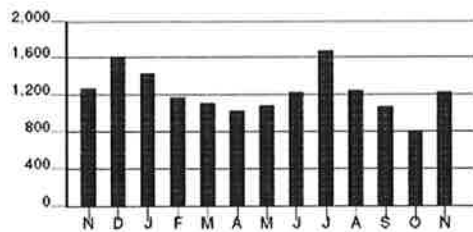
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.36. Peak Demand Reduction = \$0.84. and Renewable Energy = \$0.88.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.76 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Winter	
kWh Usage - 1,221	Distribution-Customer Chg	\$ 6.00
Oct 27 - Nov 29	Delivery Charges	
33 Days	Distribution-Energy Chg	
	1,221 kWh @ \$ 0.02534200	30.94
	Delivery Riders	28.48
	Total Delivery Charges	\$ 59.42
	Generation Riders	0.90
		\$ 66.32
	Total Current Electric Charges	\$ 66.32

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Oct 27 - Nov 29	
	ENERGY CHARGE: 1221.00 KH @	
	0.129900000	\$ 158.61
		\$ 158.61
	Total Electric Supplier Charges	\$ 158.61

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,684
 Average Usage 1,224

	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Electric	1,263	1,605	1,439	1,173	1,116	1,033	1,083	1,225	1,666	1,249	1,060	812	1,221

Account Number

10 21

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

Due Date

Jan 25, 2018

Amount Due

\$ 249.20

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000249203

012520182 00000252948

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
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Cincinnati OH 45231	Duke Energy CenStar Energy	1-800-544-6900 1-877-529-6701
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Mail Payments To	Account Information
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PO Box 1326 Charlotte NC 28201-1326	Payments after Jan 03 not included Last payment received Dec 27	Bill prepared on Jan 03, 2018 Next meter reading Jan 30, 2018
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Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec		Nov 29 Dec 29	30	85403 86763	1,360

Electric - Residential	Current Billing
Usage - 1,360 kWh	Amt Due - Previous Bill \$ 224.93
Duke Energy - Rate RS \$ 72.54	Payment(s) Received 224.93cr
Current Electric Charges \$ 72.54	Balance Forward 0.00
	Current Electric Charges 72.54
	Current Elec Supplier Chg 176.66
	Current Amount Due \$ 249.20

We'd like to survey randomly selected customers by email to help us better serve you. Customers who receive and complete the survey can enter a drawing to win a \$500.00 prize. Survey participation is not required to enter. Read the "Official Program Rules" at duke-energy.com/CXsweepstakes for more details.

Help neighbors in need stay warm this winter by contributing to our HeatShare matching fund program. See this month's bill insert for more information, or visit us at duke-energy.com/HeatShare to give.

Your Electric Supplier Charges of \$176.66 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

Due Date	Amount Due	After Jan 25, 2018
Jan 25, 2018	\$ 249.20	\$ 252.94

Name	Service Address	Account Number
	Cincinnati OH 45231	

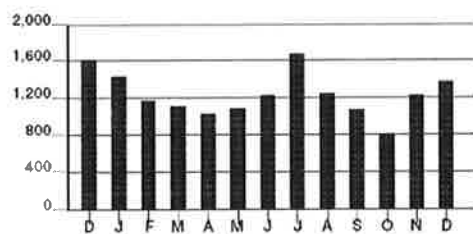
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.74. Peak Demand Reduction = \$0.94. and Renewable Energy = \$0.98.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.59 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Winter	
kWh Usage - 1,360	Distribution-Customer Chg	\$ 6.00
Nov 29 - Dec 29	Delivery Charges	
30 Days	Distribution-Energy Chg	
	1,360 kWh @ \$ 0.02534200	34.47
	Delivery Riders	31.07
	Total Delivery Charges	\$ 65.54
	Generation Riders	1.00
		\$ 72.54
	Total Current Electric Charges	\$ 72.54

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Nov 29 - Dec 29	
	ENERGY CHARGE: 1360.00 KH @	
	0.129900000	\$ 176.66
	Total Electric Supplier Charges	\$ 176.66

kWh Electric Usage



Calculations based on most recent 12 month history

Total Usage 14,439
Average Usage 1,203

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Electric	1,605	1,439	1,173	1,116	1,033	1,083	1,225	1,666	1,249	1,060	812	1,221	1,360

Account Number

10 21

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

Due Date

Feb 23, 2018

Amount Due

\$ 271.90

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000271900

022320181 00000275980

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Cincinnati OH 45231	Duke Energy CenStar Energy 1-800-544-6900 1-877-529-6701	

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Feb 01 not included Last payment received Jan 26 Bill prepared on Feb 01, 2018 Next meter reading Feb 28, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec		Dec 29	Jan 30	32	86763	88169	1,406

Electric - Residential		Current Billing	
Usage -	1,406 kWh	Amt Due - Previous Bill	\$ 249.20
Duke Energy - Rate RS	\$ 75.20	Payment(s) Received	249.20cr
Current Electric Charges	\$ 75.20	Balance Forward	0.00
		Current Electric Charges	75.20
		Current Elec Supplier Chg	196.70
		Current Amount Due	\$ 271.90

Pursuant to state law, the Universal Service Fund rider (Rider USF) has been adjusted. In Case No. 14-841-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. 17-1439-EL-UEx and 17-1438-EL-UEx, the PUCO approved adjustments to Rider UE-ED (Uncollectible Expense Electric Distribution) and Rider UE-GEN (Uncollectible Expense Electric Generation). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$0.41 or (0.4%) per month effective January 2018.

Fraud Alert! Be aware of phone, email and in-person scams targeting utility customers. Learn more at duke-energy.com/StopScams.

Your Electric Supplier Charges of \$196.70 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

Due Date	Amount Due	After Feb 23, 2018
Feb 23, 2018	\$ 271.90	\$ 275.98

Name	Service Address	Account Number
	Cincinnati OH 45231	

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

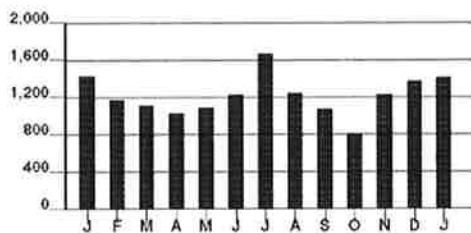
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.87. Peak Demand Reduction = \$0.97. and Renewable Energy = \$1.01.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.46 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
kWh Usage - 1,406	Rate RS - Residential Svc-Winter	
Dec 29 - Jan 30 32 Days	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,406 kWh @ \$ 0.02534200	35.63
	Delivery Riders	32.36
	Total Delivery Charges	\$ 67.99
	Generation Riders	1.21
		\$ 75.20
	Total Current Electric Charges	\$ 75.20

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Dec 29 - Jan 30	
	ENERGY CHARGE: 1406.00 KH @	
	0.139900000	\$ 196.70
		\$ 196.70
	Total Electric Supplier Charges	\$ 196.70

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,406
 Average Usage 1,201

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
Electric	1,439	1,173	1,118	1,033	1,083	1,225	1,668	1,249	1,060	812	1,221	1,360	1,406

REMINDER NOTICE

Account Number [REDACTED] 10 21

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

Due Date	Amount Due
Mar 26, 2018	\$ 491.87

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000491870 [REDACTED] 032620183 00000499250

REMINDER NOTICE

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45231	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Mar 02 not included Bill prepared on Mar 02, 2018 Next meter reading Mar 29, 2018

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

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	[REDACTED]	Jan 30 Feb 28	29	88169	89189	1,020

Electric - Residential	Current Billing
Usage - 1,020 kWh	Amt Due - Previous Bill \$ 271.90
Duke Energy - Rate RS \$ 57.79	Late Payment Charge(s) 4.08
Current Electric Charges \$ 57.79	Balance Forward 275.98
	Current Electric Charges 57.79
	Current Elec Supplier Chg 158.10
	Current Amount Due \$ 491.87

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.

Your Electric Supplier Charges of \$158.10 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

REMINDER NOTICE

Due Date	Amount Due	After Mar 26, 2018
Mar 26, 2018	\$ 491.87	\$ 499.25

REMINDER NOTICE

Page 2 of 2

Name	Service Address	Account Number
	Cincinnati OH 45231	

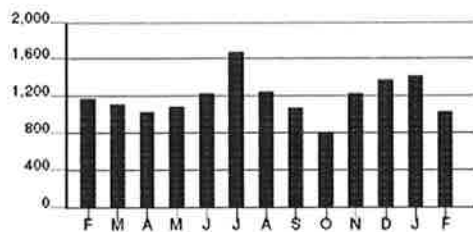
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$2.81. Peak Demand Reduction = \$0.70. and Renewable Energy = \$0.73.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 6.01 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Winter	
kWh Usage - 1,020	Distribution-Customer Chg	\$ 6.00
Jan 30 - Feb 28	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,020 kWh @ \$ 0.02534200	25.85
	Delivery Riders	25.06
	Total Delivery Charges	\$ 50.91
	Generation Riders	0.88
		\$ 57.79
	Total Current Electric Charges	\$ 57.79

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Jan 30 - Feb 28	
	ENERGY CHARGE: 1020.00 KH @	
	0.155000000	\$ 158.10
	Total Electric Supplier Charges	\$ 158.10

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,253
 Average Usage 1,188

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
Electric	1,173	1,116	1,033	1,083	1,225	1,868	1,249	1,060	812	1,221	1,360	1,406	1,020

Account Number

10 21

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

Due Date

Apr 25, 2018

Amount Due

\$ 233.30

\$

\$

HeatShare Contribution
(for Customer Assistance)

Amount Enclosed

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000233307

042520187 00000236802

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Cincinnati OH 45231	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701	

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Apr 03 not included Last payment received Mar 26 Bill prepared on Apr 03, 2018 Next meter reading Apr 30, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec		Feb 28	Mar 29	29	89189	90296	1,107

Electric - Residential	Current Billing
Usage - 1,107 kWh	Amt Due - Previous Bill \$ 491.87
Duke Energy - Rate RS \$ 61.71	Payment(s) Received 491.87cr
Current Electric Charges \$ 61.71	Balance Forward 0.00
	Current Electric Charges 61.71
	Current Elec Supplier Chg 171.59
	Current Amount Due \$ 233.30

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

Your Electric Supplier Charges of \$171.59 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.05. Peak Demand Reduction = \$0.76. and Renewable Energy = \$0.79.

Due Date	Amount Due	After
Apr 25, 2018	\$ 233.30	Apr 25, 2018
		\$ 236.80

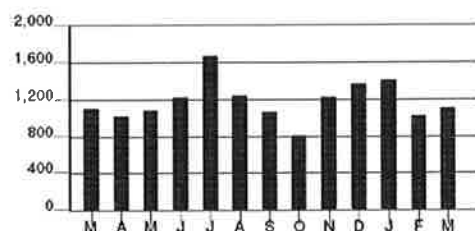
Name	Service Address	Account Number
	Cincinnati OH 45231	

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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Winter	
kWh Usage - 1,107	Distribution-Customer Chg	\$ 6.00
Feb 28 - Mar 29	Delivery Charges	
29 Days	Distribution-Energy Chg	
	1,107 kWh @ \$ 0.02534200	28.05
	Delivery Riders	26.71
	Total Delivery Charges	\$ 54.76
	Generation Riders	0.95
		\$ 61.71
	Total Current Electric Charges	\$ 61.71

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Feb 28 - Mar 29	
	ENERGY CHARGE: 1107.00 KH @	
	0.15500000	\$ 171.59
		\$ 171.59
	Total Electric Supplier Charges	\$ 171.59

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,244
 Average Usage 1,187

	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Electric	1,116	1,033	1,083	1,225	1,668	1,249	1,060	812	1,221	1,360	1,406	1,020	1,107

Account Number

10 21

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

Due Date

May 24, 2018

Amount Due

\$ 292.55

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000292559 052420180 00000296945

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Cincinnati OH 45231	Duke Energy CenStar Energy 1-800-544-6900 1-877-529-6701	

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after May 02 not included Last payment received Apr 27 Bill prepared on May 02, 2018 Next meter reading May 30, 2018

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec		Mar 29 Apr 30	32	90296 91709	1,413

Electric - Residential	Current Billing
Usage - 1,413 kWh	Amt Due - Previous Bill \$ 233.30
Duke Energy - Rate RS \$ 73.53	Payment(s) Received 233.30cr
Current Electric Charges \$ 73.53	Balance Forward 0.00
	Current Electric Charges 73.53
	Current Elec Supplier Chg 219.02
	Current Amount Due \$ 292.55

Know what is below. Call before you dig. Always call 811 before you dig, it is the law. Making this free call at least two business days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit kentucky811.org.

Per the Electric Security Plan approved in Case No. 14-841-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. 17-1403-EL-RDR, the PUCO approved an adjustment to Rider DR-IM, Infrastructure Modernization Rider (part of the Delivery Riders). Overall, a typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.34 or (1.2%) per month effective April 2018.

Your Electric Supplier Charges of \$219.02 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

Due Date	Amount Due	After May 24, 2018
May 24, 2018	\$ 292.55	\$ 296.94

Name	Service Address	Account Number
	Cincinnati OH 45231	

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

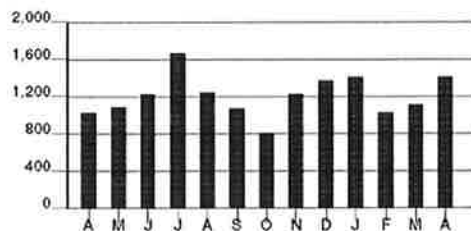
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.89. Peak Demand Reduction = \$0.97. and Renewable Energy = \$1.01.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.47 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Winter	
kWh Usage - 1,413	Distribution-Customer Chg	\$ 6.00
Mar 29 - Apr 30	Delivery Charges	
32 Days	Distribution-Energy Chg	
	1,413 kWh @ \$0.02534200	35.81
	Delivery Riders	30.51
	Total Delivery Charges	\$ 66.32
	Generation Riders	1.21
		\$ 73.53
	Total Current Electric Charges	\$ 73.53

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Mar 29 - Apr 30	
	ENERGY CHARGE: 1413.00 KH @	
	0.155000000	\$ 219.02
		\$ 219.02
	Total Electric Supplier Charges	\$ 219.02

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,624
 Average Usage 1,219

	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
Electric	1,033	1,083	1,225	1,668	1,249	1,060	812	1,221	1,360	1,406	1,020	1,107	1,413

Account Number [REDACTED] 10 21

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

Due Date	Amount Due
Jun 25, 2018	\$ 292.73

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000292737 [REDACTED] 062520183 00000297127

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45231	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jun 01 not included Last payment received May 24 Bill prepared on Jun 01, 2018 Next meter reading Jun 28, 2018

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Meter Reading Present	Usage
Elec	[REDACTED]	Apr 30 May 30	30	91709	93056	1,347

Electric - Residential	Current Billing
Usage - 1,347 kWh	Amt Due - Previous Bill \$ 292.55
Duke Energy - Rate RS \$ 70.61	Payment(s) Received 292.55cr
Current Electric Charges \$ 70.61	Balance Forward 0.00
	Current Electric Charges 70.61
	Current Elec Supplier Chg 222.12
	Current Amount Due \$ 292.73

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.

Your Electric Supplier Charges of \$222.12 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.71. Peak Demand Reduction = \$0.93. and Renewable Energy = \$0.97.

Due Date	Amount Due	After Jun 25, 2018
Jun 25, 2018	\$ 292.73	\$ 297.12

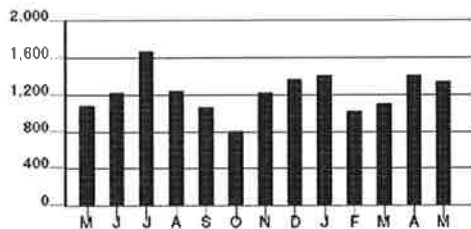
Name	Service Address	Account Number
	Cincinnati OH 45231	

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.54 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	Rate RS - Residential Svc-Winter	
kWh Usage - 1,347	Distribution-Customer Chg	\$ 6.00
Apr 30 - May 30	Delivery Charges	
30 Days	Distribution-Energy Chg	
	1,347 kWh @ \$ 0.02534200	34.14
	Delivery Riders	29.31
	Total Delivery Charges	\$ 63.45
	Generation Riders	1.16
		\$ 70.61
	Total Current Electric Charges	\$ 70.61

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Apr 30 - May 30	
	ENERGY CHARGE: 1347.00 KH @	
	0.164900000	\$ 222.12
		\$ 222.12
	Total Electric Supplier Charges	\$ 222.12

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 14,888
 Average Usage 1,241

	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
Electric	1,083	1,225	1,668	1,248	1,060	812	1,221	1,360	1,406	1,020	1,107	1,413	1,347

Account Number [REDACTED]

10 21

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

Due Date	Amount Due
Jul 24, 2018	\$ 381.36

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000381365 [REDACTED] 072420187 00000387088

Page 1 of 3

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45231	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Jul 02 not included Last payment received Jul 02 Bill prepared on Jul 02, 2018 Next meter reading Jul 30, 2018

Meter	Number	Reading Date From To	Days	Meter Reading Previous Present	Usage
Elec	[REDACTED]	May 30 Jun 28	29	93056 94794	1,738

Electric - Residential	Current Billing
Usage - 59 kWh	Amt Due - Previous Bill \$ 292.73
Duke Energy - Rate RS \$ 3.06	Payment(s) Received 292.73cr
	Late Payment Charge(s) 4.39
Usage - 1,679 kWh	Balance Forward 4.39
Duke Energy - Rate RS 87.31	Current Electric Charges 90.37
Current Electric Charges \$ 90.37	Current Elec Supplier Chg 286.60
Old Rate Effective May 30 To May 31	Current Amount Due \$ 381.36
New Rate Effective May 31 To Jun 28	

In Case No. 14-841-EL-SSO, the PUCO approved Duke's Electric Security Plan, which requires Duke to hold auctions to determine the rates for electric generation. As a result of the auctions, Standard Service Offer generation rates will change effective June 1, 2018. A typical residential customer using 1,000 kWh per month will see a decrease of approximately \$1.70 or (1.5)%.

Your Electric Supplier Charges of \$286.60 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

Due Date	Amount Due	After Jul 24, 2018
Jul 24, 2018	\$ 381.36	\$ 387.08

Name	Service Address	Account Number
	Cincinnati OH 45231	

The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$4.78. Peak Demand Reduction = \$1.20. and Renewable Energy = \$1.25.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.88 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.

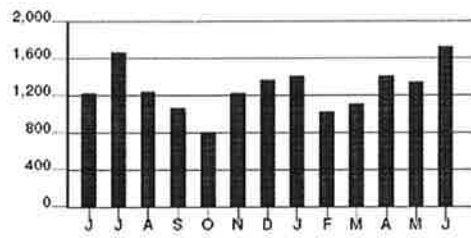
Explanation of Current Charges		
Electric Meter - kWh Usage - 1,738 May 30 - Jun 28 29 Days	Duke Energy	
	Rate RS - Residential Svc-Summer	
	Old Rate Effective May 30 To May 31	
	Distribution-Customer Chg	\$ 0.20
	Delivery Charges	
	Distribution-Energy Chg	
	59 kWh @ \$ 0.02534200	1.50
	Delivery Riders	1.31
	Total Delivery Charges	\$ 2.81
	Generation Riders	0.05
		\$ 3.06
	Duke Energy	
	Rate RS - Residential Svc-Summer	
	New Rate Effective May 31 To Jun 28	
	Distribution-Customer Chg	\$ 5.80
	Delivery Charges	
	Distribution-Energy Chg	
	1,679 kWh @ \$ 0.02534200	42.55
	Delivery Riders	37.52
	Total Delivery Charges	\$ 80.07
	Generation Riders	1.44
		87.31
	Total Current Electric Charges	\$ 90.37

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	May 30 - Jun 28	
	ENERGY CHARGE: 1738.00 KH @ 0.164900000	\$ 286.60
		\$ 286.60
	Total Electric Supplier Charges	\$ 286.60

Name	Service Address	Account Number
	Cincinnati OH 45231	

kWh

Electric Usage



Calculations based on most recent 12 month history

Total Usage 15,401
Average Usage 1,283

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Electric	1,225	1,668	1,249	1,060	812	1,221	1,360	1,408	1,020	1,107	1,413	1,347	1,738

Account Number [REDACTED] 10 21

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

Due Date	Amount Due
Aug 23, 2018	\$ 414.88

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

Cincinnati OH 45231

PO Box 1326
Charlotte NC 28201-1326

400 00000414883 [REDACTED] 082320180 00000421103

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45231	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701	[REDACTED]

Mail Payments To	Account Information
PO Box 1326 Charlotte NC 28201-1326	Payments after Aug 01 not included Last payment received Jul 27 Bill prepared on Aug 01, 2018 Next meter reading Aug 28, 2018

Meter	Number	Reading Date From	To	Days	Meter Reading Previous	Present	Usage
Elec	[REDACTED]	Jun 28	Jul 30	32	94794	96709	1,915

Electric - Residential	Current Billing
Usage - 1,915 kWh	Amt Due - Previous Bill \$ 381.36
Duke Energy - Rate RS \$ 99.10	Payment(s) Received 381.36cr
Current Electric Charges \$ 99.10	Balance Forward 0.00
	Current Electric Charges 99.10
	Current Elec Supplier Chg 315.78
	Current Amount Due \$ 414.88

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. 18-318-GA-UEx, the PUCO approved an adjustment to Rider UE-G, Uncollectible Expense Rider effective July 31, 2018. In Case No. 18-418-GA-PIP, the PUCO approved an adjustment to Rider PIPP, Percentage of Income Payment Plan effective July 31, 2018. A typical customer using 70 CCF in a month will see an increase of \$0.13 or 0.2%.

Your Electric Supplier Charges of \$315.78 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

Due Date	Amount Due	After Aug 23, 2018
Aug 23, 2018	\$ 414.88	\$ 421.10

Name	Service Address	Account Number
	Cincinnati OH 45231	

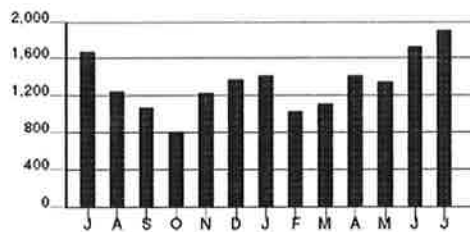
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$5.27. Peak Demand Reduction = \$1.32. and Renewable Energy = \$1.37.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.92 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.

Explanation of Current Charges		
Electric Meter -	Duke Energy	
	ate RS - Residential Svc-Summer	
kWh Usage - 1,915	Distribution-Customer Chg	\$ 6.00
Jun 28 - Jul 30	Delivery Charges	
32 Days	Distribution-Energy Chg	
	1,915 kWh @ \$ 0.02534200	48.53
	Delivery Riders	42.93
	Total Delivery Charges	\$ 91.46
	Generation Riders	1.64
		\$ 99.10
	Total Current Electric Charges	\$ 99.10

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Jun 28 - Jul 30	
	ENERGY CHARGE: 1915.00 KH @	
	0.164900000	\$ 315.78
	Total Electric Supplier Charges	\$ 315.78

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,648
 Average Usage 1,304

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Electric	1,668	1,249	1,060	812	1,221	1,360	1,406	1,020	1,107	1,413	1,347	1,738	1,915

DISCONNECT NOTICE

Account Number

10 21

Due Date	Amount Due
Sep 21, 2018	\$ 705.09

\$ _____
HeatShare Contribution
(for Customer Assistance)

\$ _____
Amount Enclosed

Cincinnati OH 45231

PO Box 1327
Charlotte NC 28201-1327

410 00000705098

092120180 00000715670

DISCONNECT NOTICE

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
Cincinnati OH 45231	Duke Energy 1-800-544-6900 CenStar Energy 1-877-529-6701	

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Aug 30 not included Bill prepared on Aug 30, 2018 Next meter reading Sep 27, 2018

IMPORTANT: Per Commission regulations, your service may be disconnected if your past due amount of \$414.88 is not paid by 09/14/2018. 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.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$340.00 before service is restored.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec		Jul 30 Aug 28	29	96709	98026	1,317

Electric - Residential	Current Billing
Usage - 1,317 kWh	Amt Due - Previous Bill \$ 414.88
Duke Energy - Rate RS \$ 66.82	Late Payment Charge(s) 6.22
Current Electric Charges \$ 66.82	Balance Forward 421.10
	Current Electric Charges 66.82
	Current Elec Supplier Chg 217.17
	Current Amount Due \$ 705.09

In Case No. 15-6001-EL-RDR, the PUCO approved an adjustment to Rider DR-ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective August 29, 2018. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.43 or 2.2%.

DISCONNECT NOTICE

Due Date	Amount Due	Alter Sep 21, 2018
Sep 21, 2018	\$ 705.09	\$ 715.67

DISCONNECT NOTICE

Page 2 of 2

Name	Service Address	Account Number
[REDACTED]	Cincinnati OH 45231	[REDACTED]

Your Electric Supplier Charges of \$217.17 were calculated by your Electric Supplier. For your convenience, an Explanation of Electric Supplier Charges is included in the detail section of this bill.

If you have any questions about electric supplier service received from CenStar Energy, please call them at 1-877-529-6701 or write to: 56 Harrison St. Suite 306 New Rochelle, NY 10801

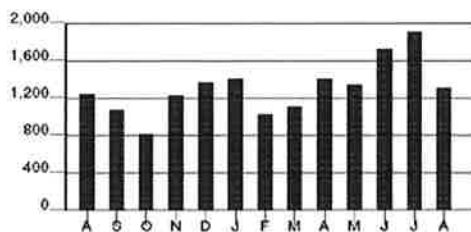
The charges for the current billing period include the following amounts to meet each of these Ohio requirements: Energy Efficiency = \$3.62. Peak Demand Reduction = \$0.91. and Renewable Energy = \$0.94.

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.93 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.

Explanation of Current Charges		
Electric Meter - [REDACTED]	Duke Energy	
kWh Usage - 1,317	Rate RS - Residential Svc-Summer	
Jul 30 - Aug 28		
29 Days		
	Distribution-Customer Chg	\$ 6.00
	Delivery Charges	
	Distribution-Energy Chg	
	1,317 kWh @ \$0.02534200	33.38
	Delivery Riders	26.31
	Total Delivery Charges	\$ 59.69
	Generation Riders	1.13
		\$ 66.82
	Total Current Electric Charges	\$ 66.82

Explanation of Electric Supplier Charges		
Supplier Charges	CenStar Energy	
	Jul 30 - Aug 28	
	ENERGY CHARGE: 1317.00 KH @	
	0.164900000	\$ 217.17
	Total Electric Supplier Charges	\$ 217.17

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 15,716
 Average Usage 1,310

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Electric	1,249	1,060	812	1,221	1,360	1,406	1,020	1,107	1,413	1,347	1,738	1,915	1,317

DISCONNECT NOTICE

Account Number [REDACTED] 10 21

Due Date	Amount Due
Oct 22, 2018	\$ 433.08

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

Cincinnati OH 45231

 PO Box 1327
 Charlotte NC 28201-1327

410 00000433080 [REDACTED] 102220188 00000439584

DISCONNECT NOTICE

Page 1 of 2

Name /Service Address	For Inquiries Call	Account Number
[REDACTED] Cincinnati OH 45231	Duke Energy 1-800-544-6900 Verde Energy USA Ohio 1-800-388-3862	[REDACTED]

Mail Payments To	Account Information
PO Box 1327 Charlotte NC 28201-1327	Payments after Sep 28 not included Last payment received Sep 14 Bill prepared on Sep 28, 2018 Next meter reading Oct 26, 2018

IMPORTANT: Per Commission regulations, your service may be disconnected if your past due amount of \$105.09 is not paid by 10/15/2018. 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.

If your service is disconnected for non payment, in addition to a reconnection charge, you may be required to pay a deposit in the amount of \$360.00 before service is restored.

Meter	Number	Reading Date From To	Days	Meter Reading Previous	Present	Usage
Elec	[REDACTED]	Aug 28 Sep 27	30	98026	99530	1,504

Electric - Residential	Current Billing
Usage - 1,504 kWh	Amt Due - Previous Bill \$ 705.09
Duke Energy - Rate RS \$ 78.40	Payment(s) Received 600.00cr
Verde - Rate VE37 248.01	Late Payment Charge(s) 1.58
Energy USA Ohio	Balance Forward 106.67
Current Electric Charges \$ 326.41	Current Electric Charges 326.41
	Current Amount Due \$ 433.08

In Case No. 15-6001-EL-RDR, the PUCO approved an adjustment to Rider DR-ECF, Economic Competitiveness Fund (part of the Delivery Riders) effective August 29, 2018. A typical residential customer using 1,000 kWh per month will see an increase of approximately \$2.43 or 2.2%.


DISCONNECT NOTICE

Due Date	Amount Due	After Oct 22, 2018
Oct 22, 2018	\$ 433.08	\$ 439.58

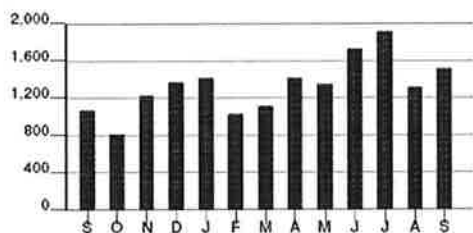
Name	Service Address	Account Number
	Cincinnati OH 45231	

PRICE TO COMPARE: In order for you to save money, an electric supplier must offer you a price lower than 5.93 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 = \$4.14, Peak Demand Reduction = \$1.04, and Renewable Energy = \$1.08.

Explanation of Current Charges			
Electric Meter - kWh Usage - 1,504 Aug 28 - Sep 27 30 Days	Duke Energy		
	Rate RS - Residential Svc-Summer		
	Distribution-Customer Chg	\$ 6.00	
	Delivery Charges		
	Distribution-Energy Chg		
	1,504 kWh @ \$ 0.02534200	38.11	
	Delivery Riders	33.00	
	Total Delivery Charges	\$ 71.11	
	Generation Riders	1.29	
			\$ 78.40
Generation Charge			
			
Verde Energy USA Ohio			
Rate VE37 - Verde Energy USA Ohio			
Supplier Energy Charge			
1,504 kWh @ \$ 0.16490000			
		\$ 248.01	248.01
Total Current Electric Charges			\$ 326.41

kWh Electric Usage



Calculations based on most recent 12 month history
 Total Usage 16,160
 Average Usage 1,347

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Electric	1,000	812	1,221	1,360	1,408	1,020	1,107	1,413	1,347	1,738	1,915	1,317	1,504

This foregoing document was electronically filed with the Public Utilities

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in

Case No(s). 19-0958-GE-COI

Summary: Exhibit Exhibit 7 - Part 40 on behalf of The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of O'Brien, Angela D