

**BEFORE**

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Duke Energy )  
Ohio, Inc., for a Waiver of Specific Sections of the ) Case No. 19-1863-EL-WVR  
Ohio Administrative Code. )

---

**APPLICATION FOR WAIVER OF DUKE ENERGY OHIO, INC.**

---

**I. INTRODUCTION**

Duke Energy Ohio, Inc., (Duke Energy Ohio), an electric utility as defined in R.C..4905.02(1), seeks a waiver of Rule 4901:1-10-22(B)(3), (B)(5) and (B)(8) of the Ohio Administrative Code which specify requirements for electric utility customer billing and payments. These three rules require a utility to include the utility’s twenty-four hour local and toll-free telephone numbers for reporting service emergencies and require the utility to provide beginning and ending meter readings on a customer’s bill. For the reasons set forth below, Duke Energy Ohio respectfully requests that the Public Utilities Commission of Ohio (Commission) grant a waiver of these two requirements and authorize the Company to omit these items on a customer’s bill. This is necessary in part due to new bill formats that are also submitted for approval in a separate application.

**II. DISCUSSION**

Beginning in 2010, Duke Energy Ohio sought and was granted approval by the Commission to omit the beginning and ending read on a customer’s bill due to the deployment of

smart meters. The meters that have been in service since that time provide interval usage data that shows a customer's kilowatt hours of usage during relevant billing periods, including on-peak, off peak, and shoulder usage where such rates are applicable. As Rule 4901:1-10-22(B)(8) specifies in detail what information must be provided on a bill, it is necessary to seek this waiver to allow billing consistent with Automated Metering Infrastructure (AMI) and the use of interval data for dynamic pricing structures. Duke Energy Ohio first requested a waiver to omit the beginning and ending meter reads in 2010.<sup>1</sup> The Commission granted the waiver in that proceeding and then granted the waiver in two subsequent cases.<sup>2</sup> As the Company has continued to maintain AMI meters and has been billing customers under rates that use interval data since approximately 2010 without providing beginning and ending reads, there have not been any problems or complaints with respect to the information contained on the customer bill, omitting the beginning and ending read. Although the Commission previously granted this waiver on a provisional basis, the Company respectfully requests that the waiver now be granted permanently. Otherwise, as the Rules in Chapter 4901:1-10 are currently before the Commission for review, the Company respectfully requests that the Commission consider amending the rule to accommodate AMI billing.

The Company also respectfully requests a waiver regarding Rule 4901:1-10-22(B)(3), O.A.C., to be permitted to only provide a toll free (800) number to customers in order for customers to have an opportunity to report service emergencies. Duke Energy Ohio no longer maintains a local telephone number for reporting electric emergencies. Local telephone numbers provide

---

<sup>1</sup> *In the Matter of the Application of Duke Energy Ohio, Inc. for a Waiver of Certain Sections of the Ohio Administrative Code for SmartGrid Pilot Programs*, Case No.10-249-EL-WVR, Entry, (June 2, 2010)

<sup>2</sup> *In the Matter of the Application of Duke Energy Ohio, Inc., for a Waiver of Certain Sections of the Ohio Administrative Code for SmartGrid Pilot Programs*, Case No.11-4482-EL-WVR, Entry, (November 11, 2011); *In the Matter of the Application of Duke Energy Ohio, Inc., to Extend a Waiver for SmartGrid Pilot Programs*, Case No.12-3120-EL-WVR, Entry, (December 19, 2012).

limited capacity which can be frustrating for customers during significant outage events, whereas toll free telephone numbers can handle a larger volume of traffic, allowing more customers to contact the Company during these events.

Finally, Duke Energy Ohio requests that the Commission also grant a waiver that will permit the Company to include text on its bills (both electric and gas) that varies slightly from the text that is required in Rule 4901:1-10-22, O.A.C.(B)(5) and Rule 4901:1-13-11(B)(5). In the new bill format, all the requisite information will be provided, but the language will not appear verbatim on the bill. Rather the text will be bifurcated on the back of the first page of the bill, separating the telephone numbers from the text. As such, the telephone numbers will appear on the left side of the page and the text will appear on the right, keeping the look and feel of this information consistent with the new bill format. See example below.

Online	duke-energy.com	<b>Questions or complaints</b> If you have a question or complaint about your bill or service, please contact us via one of the contact options provided.
Call (7 a.m. to 7 p.m.)	800.544.6900	
For hearing impaired TDD/TTY	800.750.7500	
<b>General utility information or commission assistance</b>		<b>If your complaint is not resolved after contacting Duke Energy or if you need general utility information, please contact the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) via one of the contact options provided.</b>
Public Utilities Commission of Ohio (PUCO)		
Call (8 a.m. to 5 p.m.)	800.686.7826	
Online	puco.ohio.gov	
Hearing impaired	7.1.1	
Ohio Consumers' Counsel (OCC)		<b>When you pay by check</b>
Call (8 a.m. to 5 p.m.)	877.742.5622	
Online	occ.ohio.gov	

### III. CONCLUSION

For the reasons stated above, Duke Energy Ohio respectfully requests that the Commission approve this application for a waiver of three rules and issue an entry consistent with this filing.

Respectfully submitted,

/s/ Elizabeth H. Watts

Rocco O. D'Ascenzo

Deputy General Counsel

Elizabeth H. Watts

Associate General Counsel

Duke Energy Business Services, Inc.

139 East Fourth Street, 1303-Main

Cincinnati, Ohio 45212

614-222-1331

Rocco.D'Ascenzo@duke-energy.com

elizabeth.watts@duke-energy.com

**Attorneys for Duke Energy Ohio, Inc.**