

**BEFORE THE
PUBLIC UTILITIES COMMISSION OF OHIO**

| | | |
|-------------------------------------|---|-------------------------|
| In the Matter of the Application of |) | |
| Duke Energy Ohio, Inc. for |) | Case No. 12-1739-EL-UNC |
| Approval of a Bill Format Change |) | Case No. 12-1740-EL-UNC |

**AMENDED APPLICATION OF DUKE ENERGY OHIO, INC.,
FOR APPROVAL OF A BILL FORMAT CHANGE**

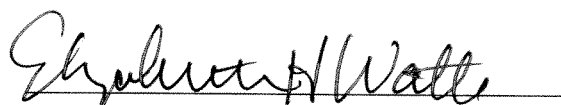
On June 4, 2012, in these proceedings, Duke Energy Ohio, Inc. (Duke Energy Ohio) submitted applications for approval of bill format changes pursuant to O.A.C. 4901:1-10-22 (C). The changes requested in both proceedings were necessary to facilitate record keeping by the customer and to allow Duke Energy Ohio to provide separate bill messages for multiple deposit payments. Additional proposed changes provide language that explains that if the customer's account is subject to disconnection, that the customer may be required to pay a security deposit.

After filing the applications in these proceedings, Duke Energy Ohio and the Staff of the Public Utilities Commission of Ohio (Staff) have discussed modifications to the proposed changes. As a result of these discussions, Duke Energy Ohio has edited its bill formats to add additional clarity and to ensure compliance with the Commission's rules and Staff's guidance.

The amended bill formats are submitted as attachments to this application. The changes include language to explain conditions for refunding a customer's deposit.

Wherefore, Duke Energy Ohio respectfully requests that the Commission approve the submitted bill format changes, with the attached amended formats pursuant to O.A.C. 4901:1-10-22 (C).

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Elizabeth H. Watts", is written over a horizontal line.

Amy/B. Spiller (0047277)

Deputy General Counsel

Elizabeth H. Watts (0031092)

Associate General Counsel

139 E. Fourth Street, 1303-Main

Cincinnati, Ohio 45201-0960

Telephone: (513) 287-4359



Account Number 1212-1212-12-4 10 21

| Due Date | Amount Due |
|---------------|------------|
| March 1, 2012 | \$ 170.11 |

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

\$ _____ \$ _____
 Heat/Energy Contribution (for Customer Assistance) Amount Due

Current Customer
12345 Your Street
Cincinnati, Ohio 45202

PO Box 1326
Charlotte NC 28201-1326

400 00000240764 12121212124 mmdyyyyy2 00000244377

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT

Page 1 of 2

| Name/Service Address | For Inquiries Call | Account Number |
|----------------------|--------------------|----------------|
|----------------------|--------------------|----------------|

Current Customer Duke Energy 1-800-123-4567 1212-1212-12-4
 12345 Your Street
 Cincinnati OH 45202

| Mail Payments to | Account Information |
|------------------|---------------------|
|------------------|---------------------|

PO Box 1326 Payments after Feb 08 not included Bill Prepared on Feb 08, 2012
 Charlotte, NC 28201-1326 Last payment received Feb 01 Next meter reading Mar 07, 2012

| Meter | Number | Reading Date | | Days | Meter Reading | | Usage |
|-------|-----------|--------------|--------|------|---------------|---------|-------|
| | | From | To | | Previous | Present | |
| Gas | 111111111 | Jan 09 | Feb 07 | 29 | 1530 | 1604 | 74 |
| Elec | 222222222 | Jan 09 | Feb 07 | 29 | 35319 | 35688 | 369 |

| Gas - Residential | |
|------------------------------------|----------|
| Usage - | 74 CCF |
| Chrgy/CG&E - Rate RSPP | \$ 76.91 |
| Current Gas Charges | \$ 76.91 |
| Gas Cost Recovery \$0.54553290/CCF | |

| Electric - Residential | |
|--------------------------|----------|
| Usage - | 369 kWh |
| Chrgy/CG&E - Rate RS | \$ 44.20 |
| Current Electric Charges | \$ 44.20 |

| Current Billing | |
|--------------------------|----------|
| Amt Due - Previous Bill | \$ 93.33 |
| Payment(s) Received | 93.33 cr |
| Balance Forward | 0.00 |
| Current Gas Charges | 76.91 |
| Current Electric Charges | 44.20 |
| Agmt #3420458 Amt Due | 49.00 |
| Current Amount Due | 170.11 |

| Account Balance | |
|-----------------------|-----------|
| Current Billing | \$ 170.11 |
| Agreement Balance | 47.00 |
| Total Account Balance | 217.11 |

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2176793. \$49.00 has been received as a security deposit for your account on 01/20/2012.

| Due Date | Amount Due | After |
|---------------|------------|-------------|
| March 1, 2012 | \$ 170.11 | Mar 1, 2012 |
| | | \$ 171.93 |

-Providing the Security Deposit Receipt information on the customer bill will give DE the opportunity to provide a customer a duplicate when a customer calls and reports they need a copy because they have lost theirs or some other reason. By placing the information on the bill we can reprint a bill for a customer if needed.

-With our current process Duke Energy does not have the capability of producing a copy of a security deposit receipt if a customer requests.

-Placing this information on the customer bill will make this a standard process in our billing system for all Duke Energy customers.





Account Number 1212-1212-4 10 21

| Date Due | Amount Due |
|----------------|------------|
| March 30, 2012 | \$ 151.42 |

For less detail billing information on your bill, go to checklink.com/duke

\$ _____ \$ _____
-Nonresidential Customers - For Customer Assistance

Current Customer
12345 Your Street
Cincinnati, Ohio 45202

PO Box 1326
Charlotte NC 28201-1326

400 00000240764 121212124 m d d f y y y y 00000244377

PLEASE RETURN THE TOP PORTION WITH YOUR PAYMENT Page 1 of 2

| Name/Service Address | For Inquiries Call | Account Number |
|--|-------------------------------|----------------|
| Current Customer 12345 Your Street Cincinnati OH 45202 | Duke Energy 1-800-123-4567 | 1212-1212-4 |

Mail Payments to
PO Box 1326
Charlotte NC 28201 1326
Payments after Mar 07 not included
Last payment received Feb 23
Bill Prepared on Mar 08, 2012
Next meter reading Apr 05, 2012

| Meter | Number | Reading Date | Days | Meter Reading | Present | Usage | |
|-------|-----------|--------------|--------|---------------|---------|-------|-----|
| | | From | To | Previous | | | |
| Gas | 111111111 | Feb 07 | Mar 07 | 29 | 1604 | 1667 | 63 |
| Elec | 222222222 | Feb 07 | Mar 07 | 29 | 35089 | 36068 | 979 |

| Gas - Residential | |
|---------------------------------------|----------|
| Usage - 63 CCP | |
| Energy/CG&E - Rate R5FP | \$ 95.58 |
| Current Gas Charges | \$ 69.98 |
| Gas Cost Recovery \$0.476518/therm/CF | |

| Current Billing | |
|--------------------------|-----------|
| Am't Due - Previous Bill | \$ 170.11 |
| Payments Received | 170.11 |
| Balance Forward | 0.00 |
| Current Gas Charges | 69.98 |
| Current Electric Charges | 36.44 |
| Agmt #3420458 Am't Due | 45.00 |
| Current Amount Due | 151.42 |

| Electric - Residential | |
|--------------------------|----------|
| Usage - 312 kWh | |
| Energy/CG&E - Rate R5 | \$ 36.44 |
| Current Electric Charges | \$ 36.44 |

| Amount Due | |
|-----------------|-----------|
| Current Billing | \$ 151.42 |

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2177893 \$20.00 has been received as a security deposit for your account on 02/19/2012.

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2176785 \$29.00 has been received as a security deposit for your account on 03/01/2011.

Providing the Security Deposit Receipt information on the customer bill will give DE the opportunity to provide a customer a duplicate when a customer calls and reports they need a copy because they have lost theirs or some other reason. By placing the information on the bill we can reprint a bill for a customer if needed.

With our current process Duke Energy does not have the capability of producing a copy of a security deposit receipt if a customer requests.

Placing this information on the customer bill will make this a standard process in our billing system for all Duke Energy customers.



| Date Due | Amount Due | Am't Paid |
|----------------|------------|-----------|
| March 30, 2012 | \$ 151.42 | \$ 152.00 |

Bill Payment Made Easy

Paperless Billing - View and pay your bill for free by registering at www.duke-energy.com

Payment Advantage - Free Service, payment automatically drafts from your bank account. Enroll at www.duke-energy.com/paymybill or call 1-800-544-6900.

Speedpay® - Pay by phone 1-800-544-6900 with credit card or check. A convenience fee will be charged.

PAYMENT OF BILLS

In order to avoid paying a late charge, please mail your payment to Duke Energy several days before the due date. Or, if you prefer, you may pay by phone through Speedpay, pay online with Paperless-Billing, or pay automatically through Payment Advantage. Payments can also be made at a Pay Agent location. For more information about our bill payment options, please visit us at www.duke-energy.com or call 1-800-544-6900. When you pay by check, you authorize us to convert your check into a one-time electronic check payment or to process the payment as a regular check transaction.

Disconnection of your utility service(s) will not result from failure to pay any non-tariffed or non-regulated products or services.

Under state law, the amount you are being billed for gas includes: (1) 4.89% State Excise Tax, (2) natural gas distribution taxes that have been in effect since 2001 and are currently at \$.01593 for the first 1,000 CCF, \$.00877 for the next 19,000 CCF and \$.00411 for all additional CCF and, (3) Assessments to assist in the support of the operations of the PUCO and the Office of the Consumers Counsel that have been in effect since 1912 and 1977 respectively.

Under state law, the amount you are being billed for electric includes: (1) kilowatt-hour taxes that have been in effect since 2001 and are currently at \$.00465 for the first 2,000 kWh, \$.00419 for the next 13,000 kWh and \$.00363 for all additional kWh and, (2) Assessments to assist in the support of the PUCO and the Office of the Consumers Counsel that have been in effect since 1912 and 1977 respectively.

Deposits

The rate of interest to be paid on the security deposit will not be less than 3% annually if the deposit is held for 180 days or more. Security deposits plus interest will be applied to your final bill or refunded. For residential customers, the deposit will be returned if during the previous twelve months the service has not been disconnected nor had more than two past due bills.

A non-residential customer will have the security deposit refunded if, during the first 24 months of service, the customer's service was not disconnected and the customer has no more than three past due bills. For deposits held over two years, a non-residential customer can request an annual review. The deposit plus interest will be refunded if the customer's service was not disconnected for non-payment and the customer had no more than two past due bills.

EXPLANATION OF BILL LANGUAGE

(The following terms will not appear on every bill)

| | | | |
|------------------------------------|--|------------------------------|---|
| CCF | Gas usage, measured in hundreds of cubic feet. | Generation Charges | Charges associated with the production of electricity. |
| CR | Credited amount. | Generation Riders (electric) | Charges associated with Duke Energy Ohio's standard service offer that is applicable to all customers. |
| Current Charges (Gas and Electric) | Total of all charges based on usage during the current billing period for gas and electric services. | Kilowatt-hour (kWh) | The unit of measure for the electricity you use. For example, you use one kWh of electricity to light a 100 watt light bulb for 10 hours. |
| Customer Charge | The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance, and equipment. | Late Payment Charge | A 1.5% late charge is added to the overdue amount of the regulated portion of your bill if you do not pay by the bill due date. |
| Delivery Charges (Electric) | Charges for the operating expenses of delivering energy. | Meter Multiplier | A factor that the meter reading usage is multiplied by in order to obtain the correct energy usage. |
| Delivery Riders (Electric) | Charges to recover various costs associated with Duke Energy's electric operations and to fund Ohio energy-related programs. | Rate | Code that identifies the gas delivery or electric distribution billing tariff used to calculate the bill. |
| Distribution - Energy Charge | Charge for the use of local wires, transformers, substations, and other equipment used to deliver electricity to your home/business. | Rider AER-R | Charges to recover costs to comply with alternate energy resource requirements. |
| Estimated (E) and Actual Readings | An actual reading is a reading we take from your meter. On the months we are unable to read your meter, we calculate your bill based on your past usage. Adjustments may be needed later, when we take an actual meter reading. If you would like to read your own meter to avoid estimated bills, please call us. | Rider RC | Charges to recover costs of market-based capacity |
| | | Rider RE | Charges to recover costs of market-based energy. |
| | | Rider RECON | Temporary rider to eliminate remaining balances from prior Rider PTC-FPP and Rider SRA-SRT. |
| Fixed Delivery Service Charge | The fixed costs for delivering gas, which do not change with usage. | Rider RTO | Charges to recover market-based transmission costs assessed by the regional transmission organization. |
| Gas Cost Recovery | The GAS COST RECOVERY (GCR) rate is the cost (per 100 cubic feet) of gas we purchase from our suppliers. This rate varies periodically as gas prices to us increase or decrease. Duke Energy makes no profit on this charge since it is based on the actual costs we pay our suppliers for the gas we purchase and resell. The GCR rate is approved by the Public Utilities Commission of Ohio | Rider SCR | Costs to reconcile payments made to auction supplier. |
| | | Supplier Charges | Charges from a Gas and / or Electric Supplier other than Duke Energy. |
| | | Usage | Amount of energy used during the billing period. |
| | | Usage-Based Charge | Charges to recover various costs associated with Duke Energy's gas operations and to fund Ohio energy-related programs. |

BILLING OR SERVICE INQUIRES OR COMPLAINTS

If you have a question or complaint about your bill or service, call us at 1-800-544-6900. Persons who have a hearing impairment may call our TDD/TTY toll free number, 1-800-752-3254. You may also write to our Customer Services Department at P.O. Box 960, Mail Drop 309C, Cincinnati, 45201. In addition, you may contact us by fax at 1-800-366-4704, or by e-mail at www.duke-energy.com.

If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at www.pickocc.org.

To obtain information about competitive gas offers, visit www.puco.ohio.gov or call 1-800-299-7271.

BUSINESS HOURS

OFFICE HOURS:

Cincinnati - 8:00 a.m. - 5:00 p.m. Monday - Friday

For Correspondence: P.O. Box 1326 Charlotte, NC 28201

SERVICE EMERGENCY NUMBERS

Gas Trouble - 1-800-634-4300

Electric Trouble - 1-800-543-5599