

PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the :  
Complaint of Fred Norman : Case No. 23-187-GECSS  
v. :  
Duke Energy Ohio, Inc. :

- - -

PROCEEDINGS

before Mr. Jesse Davis, Attorney Examiner, at the Public  
Utilities Commission of Ohio, 180 East Broad Street,  
Room 11-C, Columbus, Ohio, called at 10:00 a.m. on  
Tuesday, February 27th, 2024.

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EMMA JANE TROYER

COURT REPORTER

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<p style="text-align: right;">Page 6</p> <p>1 do have in the docket from the company, respondent, a  2 motion for protective order related to direct testimony,  3 attachments to direct testimony. We're going to  4 entertain that at this time. Mr. Norman, do you have  5 any objection to the motion for protective order?  6 MR. NORMAN: A protective order?  7 MR. DAVIS: Yeah. So Duke has filed a  8 motion seeking protective treatment of some of the  9 information.  10 MR. NORMAN: I really was just beat. I  11 don't need no protection order for nothing, you know. I  12 don't agree with what it is. I have nothing to hide.  13 MR. DAVIS: I understand. So Ms. Akhbari,  14 could you --  15 MS. AKHBARI: Sure. So Mr. Norman, and Mrs.  16 Norman -- well, Mr. Norman, did you receive the direct  17 testimony of Kristi Stanifer and Orville Wilson that was  18 mailed to your address?  19 MR. NORMAN: Mm-hm.  20 MS. AKHBARI: So the motion for  21 protection -- I have a copy of it here. Permission to  22 approach, Your Honor?  23 MR. DAVIS: You may. Thank you.  24 MS. AKHBARI: So essentially this is the  25 motion itself. So for Ms. Stanifer's testimony, and</p>	<p style="text-align: right;">Page 8</p> <p>1 MR. DAVIS: You can come over to the witness  2 stand, and I'll just swear you in.  3  4 (Whereupon, FRED NORMAN, a complainant herein, was sworn  5 in to testify.)  6  7 MR. DAVIS: Thank you very much. Please be  8 seated. That microphone should be on.  9 MS. AKHBARI: I just turned it on. I hope  10 it's working.  11 MR. DAVIS: Thank you. In you need to pull  12 that microphone forward, Mr. Norman, please feel free.  13 Whenever you're ready, Mr. Norman, you can feel free to  14 start.  15 MR. NORMAN: Okay. First, I would say two  16 times with AEP I had a \$1,200 bill, okay? So still to  17 get on this program, we paid the bill off, you know. We  18 locked down, we all got together, and paid the bill off.  19 So sometime later, boom. It's triple my bill.  20 And I do not remember giving nobody no  21 verification about my income. But it wrote that bill  22 for about five to six years, and I went back and forth  23 to get some kind of answer, and I found it at the bottom  24 of the billing about five years later, and it was saying  25 this company, public utilities. So they stand that I</p>
<p style="text-align: right;">Page 7</p> <p>1 she's a consumer affairs specialist, this is the bill  2 history, and likewise for Mr. Wilson, your billing  3 account number and personal information is included.  4 And so the motion for protection -- you guys  5 can hang on to these. But the motion for protection is  6 meant to address just not releasing your personal  7 billing information, account number, and details to the  8 general public via the docket. And that's the only  9 purpose. So the purpose is just for the bill copies  10 from Ms. Stanifer's testimony, as well as the bill  11 details associated with your information from Mr.  12 Wilson's testimony.  13 MR. NORMAN: I might miss something. My  14 wife will have to -- I broke my hearing aids, okay.  15 Once in awhile she'll help me out.  16 MR. DAVIS: Okay. That's fine.  17 MR. NORMAN: Thank you very much.  18 MR. DAVIS: Thank you. So having heard the  19 parties, the motion for protective order will be  20 granted. And now moving on, we'll start with the  21 complainant. Mr. Norman, this is your opportunity to  22 start by presenting your case. So you're going to -- if  23 you'd like to take the stand and testify on your own  24 behalf, you can do that.  25 MR. NORMAN: You want me to stand up?</p>	<p style="text-align: right;">Page 9</p> <p>1 signed up for a bill, but I haven't seen no  2 notification, and then my bill jumped to \$8,000. Kicked  3 me off, told them I had never been on.  4 And I seen that if you don't sign up every  5 year, you're not going to be on PIPP. If you're not  6 verifying your income every year, it's not going to be  7 on PIPP. They will absolutely kick you off. So how I  8 been on that for five years, I have absolutely no idea.  9 And I asked for a verification slip for each year. I  10 haven't seen nothing. And I'm willing to answer any  11 questions they got to ask me.  12 MR. DAVIS: Thank you, Mr. Norman. Ms.  13 Akhbari, cross?  14 MS. AKHBARI: Yeah, sure.  15  16 CROSS EXAMINATION  17 BY MS. AKHBARI:  18 Q. Mr. Norman, thanks again for being here this  19 morning. I guess I'm just going to ask you a couple  20 clarifying questions, just so I make sure I followed  21 what you just said. Mr. Norman, do you have any  22 recollection in enrolling in PIPP previously prior to  23 2018?  24 A. '18?  25 Q. Before '18?</p>

<p style="text-align: right;">Page 10</p> <p>1 A. No. They told me not to do it.</p> <p>2 Q. And when you say they told you not to do it, who</p> <p>3 is that?</p> <p>4 A. My wife and my family.</p> <p>5 Q. Mr. Norman, in 2018, do you know when you went to</p> <p>6 Community Action in 2018?</p> <p>7 A. I don't recall. I know I didn't sign up for it.</p> <p>8 I took the paper home, and that was it, but I never come</p> <p>9 with my income, and some kind of way I end up on it</p> <p>10 anyway.</p> <p>11 Q. Mr. Norman, are you aware that Community Action</p> <p>12 and Duke Energy are two separate entities, two separate</p> <p>13 organizations?</p> <p>14 A. I don't know, but I don't think Duke should just</p> <p>15 do what anybody tell them, put me on their bill. If</p> <p>16 they did, they did it wrong. If you did, you did it</p> <p>17 wrong. When I talk to your people on the phone, they</p> <p>18 tell me PIPP did it. And when I talk to PIPP, PIPP tell</p> <p>19 me you all did it. They couldn't make a bill unless</p> <p>20 y'all gave it to them, you know.</p> <p>21 Anyway, Duke should have seen it. If I wasn't on</p> <p>22 it, Duke should have did something. If Duke didn't</p> <p>23 send no bill to them, why did they do it, because my</p> <p>24 bill wasn't no \$9,000. I got frustrated.</p> <p>25 MS. AKHBARI: AE Davis, we don't have any</p>	<p style="text-align: right;">Page 12</p> <p>1 That's why I'm here. I wanted to know why and how and</p> <p>2 why I was on the PIPP. That's it, Your Honor. Your</p> <p>3 Honor, can I question whoever is in charge?</p> <p>4 MR. DAVIS: You'll have an opportunity when</p> <p>5 your case is over; yes. You'll be able to cross examine</p> <p>6 Duke's witnesses. That opportunity will be there for</p> <p>7 you. After Ms. Akhbari will call her witness and direct</p> <p>8 examine her witness, and then she'll tender them for</p> <p>9 cross, and that will be your opportunity to ask them</p> <p>10 questions based on their testimony. And if you need</p> <p>11 some time to look over the testimony, if you wish, we</p> <p>12 can work that out.</p> <p>13 Since it's still your case right now, if</p> <p>14 you're going to call Mrs. Norman, you can go ahead and</p> <p>15 do that if you like.</p> <p>16 MR. NORMAN: Okay. Well, my ears --</p> <p>17 MR. DAVIS: I'm sorry.</p> <p>18 MR. NORMAN: I must look real stupid.</p> <p>19 MR. DAVIS: No, that's fine. If I were in a</p> <p>20 little better health today, I could project better in</p> <p>21 this mic. A perfect storm of bad circumstances, I'm</p> <p>22 afraid.</p> <p>23 MR. NORMAN: I tried to get them to repair</p> <p>24 it.</p> <p>25 MR. DAVIS: Mrs. Norman, will you be</p>
<p style="text-align: right;">Page 11</p> <p>1 additional questions for Mr. Norman at this time.</p> <p>2 MR. DAVIS: Thank you. Mr. Norman, you can</p> <p>3 stand down. You can stand down if you wish.</p> <p>4 MR. NORMAN: I can't hear you. I'm sorry.</p> <p>5 MR. DAVIS: You can resume your seat. Thank</p> <p>6 you very much. Mr. Norman, do you have anyone else</p> <p>7 who's going to be testifying on your behalf today?</p> <p>8 MR. NORMAN: Say that again, Your Honor?</p> <p>9 MR. DAVIS: Will you be calling anyone else</p> <p>10 to testify today?</p> <p>11 MR. NORMAN: If I have to.</p> <p>12 MR. DAVIS: It's up to you. It's entirely</p> <p>13 your choice, sir.</p> <p>14 MR. NORMAN: If I do, it would be my wife.</p> <p>15 MR. DAVIS: Okay. You can go ahead and do</p> <p>16 that, if you wish. You can have her come to the stand</p> <p>17 if you want her to testify.</p> <p>18 MR. NORMAN: Right now, we don't have</p> <p>19 nowhere to go. We're trying to understand what's</p> <p>20 happening.</p> <p>21 MR. DAVIS: If you need a minute to confer,</p> <p>22 that's okay.</p> <p>23 MR. NORMAN: When they say what we did, we</p> <p>24 had to answer. I don't have no idea what I did. They</p> <p>25 run my bill up to almost \$10,000. I don't have a clue.</p>	<p style="text-align: right;">Page 13</p> <p>1 testifying then, or will you be calling Mrs. Norman to</p> <p>2 testify?</p> <p>3 MS. NORMAN: He's asking you.</p> <p>4 MR. NORMAN: Do I have anything else to</p> <p>5 say -- is that what you asked me?</p> <p>6 MR. DAVIS: I'm asking if you're going to</p> <p>7 call anyone else to testify.</p> <p>8 MR. NORMAN: Yes. I'd like to call whoever</p> <p>9 is in charge of PIPP there.</p> <p>10 MR. DAVIS: That will be Mrs. Akhbari's job.</p> <p>11 MR. NORMAN: I don't know about no court.</p> <p>12 MR. DAVIS: It's entirely understandable.</p> <p>13 All these things are new. I get it. It's no problem.</p> <p>14 That's what I'm here for. But yeah. But if you're not</p> <p>15 going to call anyone else, then it would be resting your</p> <p>16 case, and then it would be Ms. Akhbari and the company's</p> <p>17 turn. So if that's how you want to proceed, that's</p> <p>18 fine. I just need to know so I can move us along.</p> <p>19 MR. NORMAN: You get that?</p> <p>20 MS. NORMAN: Mm-hm. Did you?</p> <p>21 MR. NORMAN: Nope.</p> <p>22 MS. NORMAN: Do you want to call anybody</p> <p>23 else?</p> <p>24 MR. NORMAN: On my side or their side?</p> <p>25 MS. NORMAN: Me. Are you going to ask me</p>

<p style="text-align: right;">Page 14</p> <p>1 some questions?</p> <p>2 MR. NORMAN: Yes. I would like to put her</p> <p>3 on the stand, please.</p> <p>4 MR. DAVIS: Please come onto the witness</p> <p>5 stand over here and we can get your testimony. Raise</p> <p>6 your right hand.</p> <p>7</p> <p>8 (Whereupon, LYDIA NORMAN, a witness herein was sworn in</p> <p>9 to testify.)</p> <p>10</p> <p>11 MR. DAVIS: Thank you very much. Please be</p> <p>12 seated.</p> <p>13</p> <p>14 DIRECT EXAMINATION</p> <p>15 BY MR. NORMAN:</p> <p>16 Q. Hello, Mrs. Norman. How you doing today?</p> <p>17 A. I'm doing great.</p> <p>18 Q. I'm Fred. I'm your husband. Do you recall at</p> <p>19 any time that you -- you have the paper with you in the</p> <p>20 house, right?</p> <p>21 A. Right.</p> <p>22 Q. Do you remember at any time that you gave me some</p> <p>23 income to go to --</p> <p>24 A. No.</p> <p>25 Q. -- whatever their face is called. You know what</p>	<p style="text-align: right;">Page 16</p> <p>1 MR. DAVIS: Okay. Thank you.</p> <p>2</p> <p>3 (Whereupon, ORVILLE WILSON, a witness herein, was sworn</p> <p>4 in to testify.)</p> <p>5</p> <p>6 MR. DAVIS: Thank you very much sir. You</p> <p>7 can sit.</p> <p>8 MS. AKHBARI: Permission to proceed, Your</p> <p>9 Honor?</p> <p>10 MR. DAVIS: You may.</p> <p>11</p> <p>12 DIRECT EXAMINATION</p> <p>13 BY MS. AKHBARI:</p> <p>14 Q. Thank you. I'm going to try to speak up so Mr.</p> <p>15 Norman can follow along as well, so apologize for</p> <p>16 yelling. Mr. Wilson, good morning. How are you?</p> <p>17 A. Good. How are you?</p> <p>18 Q. Good, thank you. Mr. Wilson, do you have before</p> <p>19 you what's been pre-marked as Duke Energy Ohio</p> <p>20 Exhibit 1?</p> <p>21 A. Yes.</p> <p>22 Q. And could you take a look at that document, and</p> <p>23 what is this document?</p> <p>24 A. This document would be my testimony.</p> <p>25 Q. And was it prepared by you or at your discretion?</p>
<p style="text-align: right;">Page 15</p> <p>1 I'm talking about, right?</p> <p>2 A. Exactly.</p> <p>3 Q. Do you recall me -- do you recall your family</p> <p>4 paying the \$1,200 that we received?</p> <p>5 A. Oh, yes, I do.</p> <p>6 Q. Okay. Do you know how your bill estimated?</p> <p>7 A. No, I don't.</p> <p>8 Q. No more questions.</p> <p>9 MR. DAVIS: Thank you very much, sir.</p> <p>10 MR. NORMAN: Thank you, Your Honor.</p> <p>11 MR. DAVIS: Ms. Akhbari?</p> <p>12 MS. AKHBARI: I don't have any questions for</p> <p>13 Mrs. Norman.</p> <p>14 MR. DAVIS: Thank you very much. Will you</p> <p>15 be calling anyone else, Mr. Norman?</p> <p>16 MR. NORMAN: That's all.</p> <p>17 MR. DAVIS: Thank you very much. Ms.</p> <p>18 Akhbari?</p> <p>19 MS. AKHBARI: Thank you, Your Honor. The</p> <p>20 company calls as its first witness Orville OJ Wilson.</p> <p>21 And permission to approach, Your Honor?</p> <p>22 MR. DAVIS: You may.</p> <p>23 MS. AKHBARI: Thank you. And the</p> <p>24 confidentiality exhibit is separate, just in case it</p> <p>25 needs to be divided out for any reason.</p>	<p style="text-align: right;">Page 17</p> <p>1 A. Yes.</p> <p>2 Q. And are there attachments to this document?</p> <p>3 A. Are you speaking of this attachment? Yes.</p> <p>4 Q. Yes. And were the attachments to your testimony</p> <p>5 prepared by you or at your discretion?</p> <p>6 A. Yes.</p> <p>7 Q. And if I were to ask you the same questions that</p> <p>8 were contained in your pre-filed direct testimony, would</p> <p>9 your answers be the same today?</p> <p>10 A. Yes.</p> <p>11 Q. And do you have any changes to your testimony?</p> <p>12 A. No.</p> <p>13 MS. AKHBARI: Your Honor, at this time we</p> <p>14 tender the witness for cross examination.</p> <p>15 MR. DAVIS: Thank you, Ms. Akhbari. Mr.</p> <p>16 Norman, this is your opportunity to ask Mr. --</p> <p>17 MR. NORMAN: Do I have to stand up?</p> <p>18 MR. DAVIS: Yeah. You don't have to, but if</p> <p>19 that would be easier for you, you can. You can ask him</p> <p>20 questions about his testimony.</p> <p>21</p> <p>22 CROSS EXAMINATION</p> <p>23 BY MR. NORMAN:</p> <p>24 Q. I think once before you told me that everything</p> <p>25 for PIPP do come across your desk?</p>

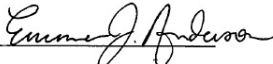
<p style="text-align: right;">Page 18</p> <p>1 A. I am the PIPP analyst; yes.</p> <p>2 Q. Did you see any verification form for me?</p> <p>3 A. So as the PIPP analyst, how we get our</p> <p>4 verification is --</p> <p>5 Q. I can't do nothing about that. I have to have my</p> <p>6 verification to prove my case. If you don't have any</p> <p>7 verification, I won't have a case. You said I'm on</p> <p>8 PIPP. You put \$9,000 on me.</p> <p>9 MR. DAVIS: Mr. Norman, could you allow him</p> <p>10 to answer the question?</p> <p>11 MR. NORMAN: I'm done.</p> <p>12 MRS. NORMAN: No, you're not. No, you're</p> <p>13 not. No, you're not.</p> <p>14 MR. NORMAN: That's all I want to know. My</p> <p>15 verification -- I haven't seen it.</p> <p>16 MR. DAVIS: I understand, sir. Just let him</p> <p>17 answer your question first.</p> <p>18 MR. WILSON: Yes. The verification that we</p> <p>19 received is through a program called Ocean, and we</p> <p>20 received that from the Ohio Department of Development.</p> <p>21 They send it over through our system, and it comes</p> <p>22 through, and that's how our system sets you up on the</p> <p>23 PIPP program.</p> <p>24 BY MR. NORMAN:</p> <p>25 Q. Okay. Well, how many years you got the</p>	<p style="text-align: right;">Page 20</p> <p>1 receive a drop record from the Ohio Department of</p> <p>2 Development, and that is the rule that we follow to drop</p> <p>3 customers. So if we don't receive that record from the</p> <p>4 Ohio Department of Development, we do not know that you</p> <p>5 are to be dropped for not re-verifying.</p> <p>6 Q. But if I paid my bill off -- if I pay my bill</p> <p>7 off, shouldn't -- even if I was on PIPP, wouldn't they</p> <p>8 tell you, when you tell PIPP I pay my bill, or Duke tell</p> <p>9 you that I paid my bill?</p> <p>10 A. I mean, your bill is -- your statement that you</p> <p>11 would receive would show that you paid your bill. I</p> <p>12 wouldn't necessarily get a notification at my desk that</p> <p>13 you paid for your --</p> <p>14 Q. Okay. What would make my bill escalate to \$9,000</p> <p>15 from PIPP?</p> <p>16 A. So if you're on the PIPP program, whatever you're</p> <p>17 using, electricity and gas, that amount is what that</p> <p>18 PIPP balance -- that's what that actually is. So any</p> <p>19 amount that's on your bill would actually be your actual</p> <p>20 usage. The PIPP Plus program is actually used to give</p> <p>21 you a lesser of a payment. So that's what that balance</p> <p>22 is.</p> <p>23 Q. Okay. But do you get bills from Duke,</p> <p>24 statements?</p> <p>25 A. Can you repeat that, please?</p>
<p style="text-align: right;">Page 19</p> <p>1 verification?</p> <p>2 A. What I have in front of me shows that on</p> <p>3 November 8th of 2018 you were enrolled on the PIPP.</p> <p>4 Enrollment was sent to us through our system.</p> <p>5 Q. What about '19, '20, '21, '22, '23?</p> <p>6 A. Yeah. We did not receive a -- we did not receive</p> <p>7 a drop record through our system. In order for us to</p> <p>8 drop, we would receive a drop.</p> <p>9 Q. Well, don't you have to drop a person that don't</p> <p>10 re-verify? Ain't that the law, excuse me for asking?</p> <p>11 A. No. So we drop customers from the PIPP program</p> <p>12 when we receive a drop from the State of Ohio from the</p> <p>13 Ohio Department of Development. We usually do not drop</p> <p>14 someone without that record, unless it's an escalation</p> <p>15 by the customer or something of that sort.</p> <p>16 Q. You don't recall my letter coming across your</p> <p>17 desk saying that we wasn't going to pay the bill?</p> <p>18 A. Mr. Norman, I would not have seen that at that</p> <p>19 time.</p> <p>20 Q. Okay. But isn't the law that if you don't</p> <p>21 re-verify your income every year that PIPP will</p> <p>22 automatically discharge you?</p> <p>23 A. As I stated before, we do drop customers, but in</p> <p>24 order to drop a customer for failure to re-verify, which</p> <p>25 is what that is with re-verifying your income, we would</p>	<p style="text-align: right;">Page 21</p> <p>1 Q. Sure. Otherwise you just continue on without</p> <p>2 stopping, even though I paid my bill?</p> <p>3 A. I'm sorry. Could you repeat the question?</p> <p>4 Q. Even the bill keep going up even if I paid it?</p> <p>5 When I called over there, they told me that it was a</p> <p>6 glitch in the computer, and then they took off from</p> <p>7 there.</p> <p>8 A. If you're currently on the PIPP Plus program,</p> <p>9 then you owe your PIPP Plus installments. When you are</p> <p>10 removed from the PIPP Plus program, that's when your</p> <p>11 full arrears balance will become due.</p> <p>12 Q. Okay. So it takes several years to get off the</p> <p>13 PIPP -- that's what you're telling me?</p> <p>14 A. No.</p> <p>15 Q. Because you kicked me off in 2023, I believe?</p> <p>16 A. Yes.</p> <p>17 Q. Okay. But you had nothing else in between there.</p> <p>18 It's just a big bill for \$9,000?</p> <p>19 A. Correct. We did not receive a drop record</p> <p>20 through the Ocean system to drop.</p> <p>21 Q. When you calculate the bills, then -- do they</p> <p>22 come from Duke?</p> <p>23 A. Yeah. I work with Duke. They come from Duke;</p> <p>24 yes, sir.</p> <p>25 Q. Okay. So they should have told you, right?</p>

<p style="text-align: right;">Page 22</p> <p>1 A. I don't understand the question.</p> <p>2 Q. They should have told you that I paid my bill,</p> <p>3 and I ain't missed a payment in five years?</p> <p>4 A. Your bill statements would show that, along with</p> <p>5 what we have to show your billing statements.</p> <p>6 Q. So what do you have?</p> <p>7 A. I'm sorry?</p> <p>8 Q. What do you have?</p> <p>9 A. I'm not -- I don't --</p> <p>10 Q. Just the 2018?</p> <p>11 A. Yeah. This is the 2018 account balance.</p> <p>12 Q. No more questions, Your Honor.</p> <p>13 MR. DAVIS: Thank you. Any redirect?</p> <p>14 MS. AKHBARI: Just one or two questions,</p> <p>15 Your Honor.</p> <p>16 MR. DAVIS: Go ahead.</p> <p>17</p> <p>18 REDIRECT EXAMINATION</p> <p>19 BY MS. AKHBARI:</p> <p>20 Q. Mr. Wilson, do you recall when Mr. Norman was</p> <p>21 asking you about how -- I believe what he stated was the</p> <p>22 bill keeps going up even though I paid it. Can you</p> <p>23 explain for purposes of this proceeding, if individuals</p> <p>24 are enrolled in the PIPP program, how their PIPP balance</p> <p>25 might go up or down during that pendency of being</p>	<p style="text-align: right;">Page 24</p> <p>1 question for him based on what she asked him?</p> <p>2 MR. NORMAN: With the witness on the stand?</p> <p>3 MR. DAVIS: Yeah. Do you have a question</p> <p>4 for him based on what she just asked him?</p> <p>5 MR. NORMAN: When she gets done.</p> <p>6 MR. DAVIS: Yeah, she's done.</p> <p>7</p> <p>8 RECROSS EXAMINATION</p> <p>9 BY MR. NORMAN:</p> <p>10 Q. Yes, sir. You have PIPP plan for 2018 -- do you</p> <p>11 have the verification slip?</p> <p>12 A. The only thing that we receive --</p> <p>13 Q. No more questions.</p> <p>14 MS. AKHBARI: Your Honor, if he could finish</p> <p>15 his response, I would appreciate it.</p> <p>16 MR. DAVIS: Yes, Mr. Wilson.</p> <p>17 MR. WILSON: Yes. I do not have the</p> <p>18 verification sheet, per se, but we do receive an</p> <p>19 enrollment record through our Ocean system, which is a</p> <p>20 communication between the State of Ohio and Duke Energy</p> <p>21 Ohio and that is listed on the attachment OW1 here.</p> <p>22 That's what we received, and that's why you were</p> <p>23 enrolled on PIPP program.</p> <p>24 MR. DAVIS: Thank you, Mr. Wilson. You may</p> <p>25 stand down.</p>
<p style="text-align: right;">Page 23</p> <p>1 enrolled?</p> <p>2 A. Yes. Sure. So I'll give just a general</p> <p>3 description of that PIPP Plus program. And how the PIPP</p> <p>4 Plus program works is if you use \$400 worth of</p> <p>5 electricity and you are paying \$100 for your PIPP</p> <p>6 installment, because your PIPP installment is based upon</p> <p>7 your income, then the difference between that.</p> <p>8 Of course, when you pay your bill, if you pay</p> <p>9 your bill in full and in time, then we will forgive that</p> <p>10 difference between the two, between the usage and the</p> <p>11 installment. However, if there is a missed payment</p> <p>12 anywhere, that would not be forgiven.</p> <p>13 So that would be how a customer's bill would --</p> <p>14 sorry. Their balance, their account balance, would</p> <p>15 actually get higher, would be if -- because most of the</p> <p>16 time, generally speaking, a customer is using more</p> <p>17 energy than what they're paying for on the PIPP program.</p> <p>18 That's why it's a beneficial program for most, because</p> <p>19 you pay a lesser installment. So in order for that to</p> <p>20 increase, that would have to be what is happening, is</p> <p>21 not having a full and on time payment each and every</p> <p>22 month.</p> <p>23 Q. Thanks, Mr. Wilson. I don't have any other</p> <p>24 redirect questions.</p> <p>25 MR. DAVIS: Mr. Norman, do you have a</p>	<p style="text-align: right;">Page 25</p> <p>1 MR. WILSON: You're welcome.</p> <p>2 MS. AKHBARI: Your Honor, Duke Energy Ohio</p> <p>3 calls for its next witness Ms. Kristi Stanifer to the</p> <p>4 stand.</p> <p>5</p> <p>6 (Whereupon, KRISTI STANIFER, a witness herein, was sworn</p> <p>7 in to testify.)</p> <p>8</p> <p>9 MR. DAVIS: Thank you very much. You can</p> <p>10 have a seat.</p> <p>11</p> <p>12 DIRECT EXAMINATION</p> <p>13 BY MS. AKHBARI:</p> <p>14 Q. I'm going to speak loudly again. Good morning,</p> <p>15 Ms. Stanifer. How are you?</p> <p>16 A. Good. How are you?</p> <p>17 Q. Good, thank you. Do you have before you, Ms.</p> <p>18 Stanifer, what's been previously marked as Duke Energy</p> <p>19 Ohio Exhibit 2?</p> <p>20 A. Yes.</p> <p>21 Q. And what is that document?</p> <p>22 A. It is my testimony.</p> <p>23 Q. And was this testimony prepared by you or at your</p> <p>24 discretion?</p> <p>25 A. Yes.</p>

<p style="text-align: right;">Page 26</p> <p>1 Q. And are there attachments to this testimony?</p> <p>2 A. Yes, there are.</p> <p>3 Q. And what are those attachments?</p> <p>4 A. They are invoices for Mr. Norman as well as --</p> <p>5 they are the invoices for Mr. Norman.</p> <p>6 Q. And is there also an attachment regarding</p> <p>7 communications with the Public Utilities Commission of</p> <p>8 Ohio and yourself?</p> <p>9 A. Yes, there is.</p> <p>10 Q. And were the attachments prepared by you or at</p> <p>11 your discretion?</p> <p>12 A. Yes.</p> <p>13 Q. If you were to be asked the same questions in</p> <p>14 your direct testimony today, would your answers remain</p> <p>15 the same?</p> <p>16 A. Yes.</p> <p>17 Q. And do you have any changes to your pre-filed</p> <p>18 direct testimony?</p> <p>19 A. No, I don't.</p> <p>20 MS. AKHBARI: Your Honor, at this time, I</p> <p>21 tender the witness for cross examination.</p> <p>22 MR. DAVIS: Thank you very much. Did you</p> <p>23 need a minute, Mr. Norman?</p> <p>24 MR. NORMAN: Sir?</p> <p>25 MR. DAVIS: Did you need a minute to look</p>	<p style="text-align: right;">Page 28</p> <p>1 MR. DAVIS: Go ahead, ma'am.</p> <p>2 MRS. NORMAN: If I'm not --</p> <p>3 MR. NORMAN: I'm not really communicating</p> <p>4 here.</p> <p>5 MR. DAVIS: It's not an easy problem to</p> <p>6 solve. Go ahead.</p> <p>7 MR. NORMAN: I'm sorry.</p> <p>8 MS. AKHBARI: Your Honor, can I just</p> <p>9 clarify, is Mrs. Norman questioning the witness?</p> <p>10 MR. DAVIS: I think given the circumstances</p> <p>11 I'm going to let her ask the questions.</p> <p>12 MRS. NORMAN: That way I can help him. He's</p> <p>13 kind of disabled over here a little bit. Okay. Well,</p> <p>14 Your Honor, my name is Mrs. Norman, Lydia Norman.</p> <p>15</p> <p>16 CROSS EXAMINATION</p> <p>17 BY MRS. NORMAN:</p> <p>18 Q. Okay. What he's trying to find out, and what</p> <p>19 he's trying to ask you, do you have anything to do</p> <p>20 with -- first of all, tell me what you do, because I</p> <p>21 don't know?</p> <p>22 A. Sure. I'm responsible for the communication</p> <p>23 between Duke Energy and the regulatory commission. So I</p> <p>24 go through and investigate the account, review all the</p> <p>25 bills, and all the history behind your Duke Energy</p>
<p style="text-align: right;">Page 27</p> <p>1 over her testimony before you asked her questions?</p> <p>2 MR. NORMAN: I'm ready, Your Honor.</p> <p>3 MR. DAVIS: Go ahead. Thank you.</p> <p>4</p> <p>5 CROSS EXAMINATION</p> <p>6 BY MR. NORMAN:</p> <p>7 Q. Yes, ma'am. How you doing?</p> <p>8 A. Good. How are you?</p> <p>9 Q. Good. In 2019, I got a bill -- what was that?</p> <p>10 In 2019, I believe I got a bill for around \$4,000,</p> <p>11 correct?</p> <p>12 A. Can you clarify which bill you're referring to?</p> <p>13 Q. What's the date on that bill? Nah. What is</p> <p>14 exactly is your job that you do?</p> <p>15 A. I am a senior consumer affairs specialist.</p> <p>16 Q. So you add up the bills, you're telling me?</p> <p>17 A. I'm sorry?</p> <p>18 Q. You add up the bills?</p> <p>19 A. Add up the bills?</p> <p>20 Q. You know, for to be sent out?</p> <p>21 A. No, sir.</p> <p>22 MRS. NORMAN: You want me to answer? You</p> <p>23 want me to --</p> <p>24 MR. NORMAN: Is she allowed to answer for</p> <p>25 her -- ask her questions?</p>	<p style="text-align: right;">Page 29</p> <p>1 account.</p> <p>2 Q. Okay. So you would be one of the people that</p> <p>3 would say, oh, you would see where Duke had made errors</p> <p>4 on the billing, or you would see anything affiliated</p> <p>5 with a consumer or an account -- you would see the</p> <p>6 accounting -- would you be looking at the accounting,</p> <p>7 you know, to say, like, this needs to be, like,</p> <p>8 cleared -- there's some problems here with this</p> <p>9 account -- would you be that kind of person?</p> <p>10 A. Sure. I would review the account to determine</p> <p>11 what happened.</p> <p>12 Q. Because there's a lot of them. So do you</p> <p>13 recognize that there are errors in the account?</p> <p>14 A. If there were any errors, yes.</p> <p>15 Q. Okay. Thank you.</p> <p>16 MR. DAVIS: Do you have any other questions</p> <p>17 for this witness, Mr. Norman?</p> <p>18 MR. NORMAN: Yeah.</p> <p>19 MR. DAVIS: Go ahead.</p> <p>20</p> <p>21 CROSS EXAMINATION</p> <p>22 BY MR. NORMAN:</p> <p>23 Q. Do you have anything -- I'm sorry, ma'am. Do you</p> <p>24 have anything to do with when the bills go over to PIPP?</p> <p>25 A. No, sir.</p>

<p style="text-align: right;">Page 30</p> <p>1 Q. Okay. Do you know where them bills circulate at 2 that go to them? 3 A. No, sir. 4 Q. Okay. Do you look at the numbers? 5 A. The numbers on your bill? 6 Q. On the accounts, the prices that are on the bill? 7 A. Yes. I can see all that information. 8 Q. Have you ever noticed how big they jump sometimes 9 in your records? 10 A. Are you referring to a certain bill? 11 Q. Yeah, for instance -- 12 MRS. NORMAN: Fred, excuse me. 13 MR. NORMAN: I'm having problems. You want 14 to talk? 15 MRS. NORMAN: No, I don't. 16 BY MR. NORMAN: 17 Q. Who would be responsible for the bills every 18 month? 19 A. I'm not sure I understand -- 20 Q. You know, like, you send me a bill at my house. 21 Do you know who do that? 22 A. I guess I'm not understanding -- 23 Q. Okay. I got a bill. Who's responsible for the 24 bill? 25 A. To pay the bills?</p>	<p style="text-align: right;">Page 32</p> <p>1 MR. DAVIS: Ms. Stanifer, you can stand 2 down. 3 MS. AKHBARI: Your Honor, I guess, if I may, 4 for Mr. Norman's awareness, those are the only two 5 witnesses. I didn't know if he had any other questions. 6 Just so he knows, from Duke's perspective. 7 MR. DAVIS: Did you get that, Mr. Norman? 8 She was just stating those were her only two witnesses. 9 Those were the folks that you could question. 10 MR. NORMAN: No. I can't think of nothing 11 right now. 12 MR. DAVIS: Okay. Thank you. 13 MS. AKHBARI: Yes. And Your Honor, the 14 direct testimony of Orville OJ Wilson, if it could be 15 marked as Duke Energy Ohio Exhibit 1. 16 MR. DAVIS: So marked. 17 18 (Duke Energy Exhibit 1 marked for identification.) 19 20 MS. AKHBARI: Thank you. And the direct 21 testimony of Kristi Stanifer and attachments as Duke 22 Energy Exhibit 2. 23 MR. DAVIS: So marked. 24 25 (Duke Energy Exhibit 2 marked for identification.)</p>
<p style="text-align: right;">Page 31</p> <p>1 Q. I mean, who sent them out? 2 A. The company. 3 Q. Who sent the bills to my house? 4 A. Well, it would be Duke Energy, sir. 5 Q. Okay. Now, was you aware that two bills clashed 6 together, they took part of one and part of two and put 7 them together? 8 A. Yes, I was. 9 Q. They had originally did it because apartment one 10 had never been in trouble. They put apartment one and 11 put them together and raised them up together. Were you 12 aware of that? 13 A. I was. 14 Q. Okay. Thank you. Thank you, Your Honor. 15 MR. DAVIS: You're welcome. Do you have any 16 more questions? 17 MR. NORMAN: That's all I have. 18 MR. DAVIS: Thank you. Ms. Akhbari? 19 MS. AKHBARI: Thank you, Your Honor. I 20 don't have any redirect for this witness. But I did 21 fail to move. So whenever it's amenable to your honor, 22 I can move these. 23 MR. DAVIS: To be fair, I forgot to ask you 24 to mark them as well. We're getting there. 25 MS. AKHBARI: Okay. Got it.</p>	<p style="text-align: right;">Page 33</p> <p>1 MS. AKHBARI: And Your Honor, I would move 2 both of these exhibits into evidence pending any 3 questions from Your Honor or Mr. Norman. 4 MR. DAVIS: Thank you. Mr. Norman? 5 MR. NORMAN: Yes, Your Honor? 6 MR. DAVIS: Do you have any objections to 7 the admittance into evidence of the direct testimony of 8 Ms. Akhbari's two witnesses? 9 MR. NORMAN: I'd like to call him back, the 10 gentleman. 11 MR. DAVIS: Okay. Sir, this time all I'm 12 asking is if you object in any way to those items being 13 moved into the evidentiary record? 14 MR. NORMAN: Okay. 15 MRS. NORMAN: Did you object to the way the 16 items was brought in? 17 MR. NORMAN: Yes, I do. 18 MR. DAVIS: On what grounds, sir? 19 MR. NORMAN: Let her answer my questions. 20 I'm getting worse. Can she answer my questions? She 21 know all about it. 22 MR. DAVIS: Well, sir, it's your case to 23 prosecute. It would be better if you answered the 24 questions. I apologize. 25 MR. NORMAN: All right. Do you want me to</p>

<p style="text-align: right;">Page 34</p> <p>1 speak now?</p> <p>2 MR. DAVIS: Certainly.</p> <p>3 MR. NORMAN: My bills were normal until I</p> <p>4 got -- till they send me the PIPP deal. We wasn't</p> <p>5 missing nothing.</p> <p>6 MR. DAVIS: I understand, sir. I feel like</p> <p>7 I'm not communicating correctly here. All I'm asking</p> <p>8 you at this time is for any evidentiary reason you</p> <p>9 object to these two items being moved into the record.</p> <p>10 MR. NORMAN: Yes, I do. I think there's a</p> <p>11 lot of irregularities. I can't get it together. But I</p> <p>12 know for a fact that this is not -- these bills are not</p> <p>13 our bills. These bills come from somewhere else. We</p> <p>14 don't have bills like that. I realized the utility</p> <p>15 company went up, but there's a lot of stuff in my</p> <p>16 records.</p> <p>17 Just, for instance, this, sir. It's</p> <p>18 called -- things were on my bills that shouldn't have</p> <p>19 been on my bills. That's all I have to say.</p> <p>20 MR. DAVIS: Ms. Akhbari? With respect to</p> <p>21 the attachment, I think, to Ms. Stanifer's testimony?</p> <p>22 MS. AKHBARI: Oh. Yes, Your Honor. The</p> <p>23 attachments to KS2, to Ms. Stanifer's testimony, is the</p> <p>24 billing -- essentially the billing starting with</p> <p>25 November of 2018, or October of 2018, I'm sorry, which</p>	<p style="text-align: right;">Page 36</p> <p>1 So my conservative estimate to you at this</p> <p>2 time is that about in 90 days they will have made their</p> <p>3 ruling on this case, and it'll be mailed to you and sent</p> <p>4 electronically if you've signed up for that the same way</p> <p>5 that you received all of the other documents in this</p> <p>6 case that let you know that the hearing was today, and</p> <p>7 so forth. And at that point, you know, you'll get a</p> <p>8 paper copy of the decision and it will explain the</p> <p>9 Commission's rationale.</p> <p>10 MR. NORMAN: Should we get copies for my</p> <p>11 discoveries?</p> <p>12 MRS. NORMAN: Our disclosures. I mean,</p> <p>13 they're handing their disclosures of what it's supposed</p> <p>14 to be, Your Honor, but they're different from ours. It</p> <p>15 wouldn't be fair for commissioners to make a decision on</p> <p>16 something that is not correct. I mean, he can't get it</p> <p>17 together in his disability today and everything, but the</p> <p>18 approach -- they lack. You know, they lack.</p> <p>19 You just don't -- you have to show -- we</p> <p>20 have a right to show ours just like they have a right to</p> <p>21 show theirs, you know. And they don't want this to go</p> <p>22 public. I wouldn't either, you know. But that would be</p> <p>23 unfair for someone 90 days for you to make a decision on</p> <p>24 our life when we're the ones that filed the complaint.</p> <p>25 THE COURT: Let's go off the record.</p>
<p style="text-align: right;">Page 35</p> <p>1 Mr. Norman -- that's the first area of complaint in his</p> <p>2 complaint, and then runs through the present. And I</p> <p>3 don't believe there's any irregularities, or at least</p> <p>4 they are printed as they were contained in our system.</p> <p>5 MR. DAVIS: Thank you. They're going to be</p> <p>6 admitted to the record. I thank you both for weighing</p> <p>7 in. I appreciate it.</p> <p>8</p> <p>9 (Duke Energy Exhibits 1 and 2 admitted into the record.)</p> <p>10</p> <p>11 MR. DAVIS: With that, we have proceeded</p> <p>12 through witnesses for today. If there are any</p> <p>13 housekeeping items.</p> <p>14 MS. AKHBARI: Not from my perspective, Your</p> <p>15 Honor. Thank you.</p> <p>16 MR. NORMAN: I'm trying to hear you.</p> <p>17 MR. DAVIS: So I guess what I'll do next,</p> <p>18 Mr. Norman, is just give you kind of an overview of the</p> <p>19 following action from this hearing. After today's</p> <p>20 hearing is over, the Commission will at some point in</p> <p>21 the next 90 days issue what's called an opinion and</p> <p>22 order, and it's where the commissioners make their</p> <p>23 decision. And they have meetings every other Wednesday,</p> <p>24 the commissioners meet, and they vote on their</p> <p>25 decisions.</p>	<p style="text-align: right;">Page 37</p> <p>1 (Remarks were made off the record.)</p> <p>2</p> <p>3 MR. DAVIS: We're back on the record. It's</p> <p>4 1:59 p.m. I will just note for the sake of the record</p> <p>5 we were off the record at 10:55 a.m. to discuss a matter</p> <p>6 of evidence and admission of evidence, and I believe we</p> <p>7 will now hear from Ms. Akhbari on behalf of the company.</p> <p>8 MS. AKHBARI: Your Honor --</p> <p>9 MR. DAVIS: Did you want to first introduce</p> <p>10 the -- yeah. Okay. I didn't know --</p> <p>11 MS. AKHBARI: I assumed that they would be</p> <p>12 introducing them and I would voice no objection.</p> <p>13 MR. DAVIS: I didn't know if you wanted to</p> <p>14 set out everything first.</p> <p>15 MS. AKHBARI: Okay. Sure. Upon going off</p> <p>16 the record, the Normans have been working through some</p> <p>17 documentation that they've brought today. We had the</p> <p>18 opportunity, both parties, to review the documentation.</p> <p>19 I, on behalf of Duke Energy, was able to review the</p> <p>20 documentation I believe will be Norman's Exhibit 1</p> <p>21 through 9. Duke Energy does not have any opposition to</p> <p>22 the documentation and the exhibits that the Normans are</p> <p>23 seeking to introduce today, and we stipulate to their</p> <p>24 admissibility.</p> <p>25 MR. DAVIS: Thank you. Mr. Norman, all I'll</p>

<p style="text-align: right;">Page 38</p> <p>1 ask this afternoon is that you'll introduce each one of  2 your nine exhibits and say what it is and what number it  3 is.  4 MR. LONDON NORMAN: Okay.  5 MR. NORMAN: Exhibit 1, 2018 statements.  6 MR. DAVIS: Okay. So marked.  7 MR. NORMAN: Exhibit 2, 2019 statements.  8 MR. DAVIS: So marked as Complainant's  9 Exhibit 2, 2019 statements?  10 MR. LONDON NORMAN: Yes, sir.  11 MR. DAVIS: Thank you.  12 MR. NORMAN: Exhibit 3 -- Document 3,  13 statements of 2020.  14 MR. DAVIS: Thank you. It's so marked as  15 Exhibit 3.  16 MR. NORMAN: Document 4, statement from  17 2021.  18 MR. DAVIS: So marked.  19 MR. NORMAN: Document 5, 2022.  20 MR. DAVIS: It's so marked.  21 MR. NORMAN: Document 6 is --  22 MR. LONDON NORMAN: An extension of 2022.  23 This is part of -- yeah. It's still part of 2022. That  24 would be -- oh, no. Excuse me. Exhibit 6 is unit --  25 MRS. NORMAN: Utility statements.</p>	<p style="text-align: right;">Page 40</p> <p>1 these are being submitted to the confidential transcript  2 because of the nature of the information contained in  3 them?  4 MRS. NORMAN: Yes.  5 MR. DAVIS: Okay. And no objections from  6 Duke?  7 MS. AKHBARI: No objections, Your Honor.  8 MR. DAVIS: Okay. So Complainant's  9 Exhibits 1 through 9 will be admitted. Thank you very  10 much.  11  12 (Complainant's Exhibits 1, 2, 3, 4, 5, 6, 7, 8, &amp; 9  13 admitted into the record.)  14  15 MR. DAVIS: Okay. So with the evidentiary  16 issues taken care of, we are adjourned. Thank you all  17 for being here today.  18  19 (Hearing concluded at 2:04 p.m.)  20 ---  21  22  23  24  25</p>
<p style="text-align: right;">Page 39</p> <p>1 MR. LONDON NORMAN: Utility statements and  2 payments, yes.  3 MR. DAVIS: Thank you. It's so marked.  4 MR. NORMAN: Is this 6?  5 MR. LONDON NORMAN: Exhibit 7.  6 MR. NORMAN: Exhibit 7, 2021.  7 MR. DAVIS: It's so marked.  8 MR. LONDON NORMAN: Exhibit 8 looks like it  9 was more of 2022.  10 MR. NORMAN: Exhibit 8 also was 2022.  11 MR. DAVIS: It's so marked.  12 MR. NORMAN: Exhibit 19 --  13 MR. LONDON NORMAN: Exhibit 9, is 2019.  14 MR. NORMAN: 2019.  15 MR. DAVIS: So marked. Thank you.  16  17 (Complainant's Exhibits 1, 2, 3, 4, 5, 6, 7, 8, &amp; 9  18 marked for identification.)  19  20 MR. DAVIS: It's my understanding that these  21 would be submitted to the confidential docket owing to  22 the information that's contained in them?  23 MRS. NORMAN: Excuse me. Your Honor, you  24 was saying?  25 MR. DAVIS: Yes. So my understanding is</p>	<p style="text-align: right;">Page 41</p> <p style="text-align: center;">C-E-R-T-I-F-I-C-A-T-E</p> <p>1  2  3 I do hereby certify that the foregoing is true, correct  4 and complete written transcript of the proceedings in  5 this matter, taken by me on the 27th day of February,  6 2024, and transcribed from my stenographic notes.  7  8   9  10 EMMA JANE TROYER  11 Professional Reporter and  12 Notary Public in and for the  13 State of Ohio  14 My Commission Expires: 01-09-27  15  16  17  18  19  20  21  22  23  24  25</p>

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