

**BEFORE THE**

**PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of )  
Duke Energy Ohio, Inc. for )  
Approval of a Bill Format Change )

Case No. 12 1739-EL-UNC

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

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1. Duke Energy Ohio, Inc., (Duke Energy Ohio or the Company) is an Ohio corporation engaged in the business of supplying electric transmission, distribution, and generation service in Adams, Brown, Butler, Clinton, Clermont, Hamilton, Montgomery, and Warren Counties in Southwestern Ohio to approximately 500,000 consumers, and supplying electric transmission and distribution service to approximately 180,000 customers who receive generation service from competitive retail electric service (CRES) providers.
2. Duke Energy Ohio is a “public utility” as defined by Sections 4905.02 and 4905.03, Revised Code, and an “electric distribution company,” “electric light company,” “electric supplier,” and “electric utility” as defined by Section 4928.01, Revised Code.
3. In this Application, the Company requests approval, pursuant to Ohio Administrative Code (O.A.C.) Section 4901:1-10-22(C), to alter its current bill format to provide a bill message indicating receipt of security deposit. The change will allow the Company to note a deposit or portion of a deposit each time one is made so that the history of the deposits can be tracked.
4. At present, the Company sends a separate letter to customers that provides information regarding the receipt of the customer’s security deposit, including receipt

number, amount received and date payment is received. A separate letter is sent for each payment made. With this process, Duke Energy Ohio cannot produce copies of security deposit receipts.

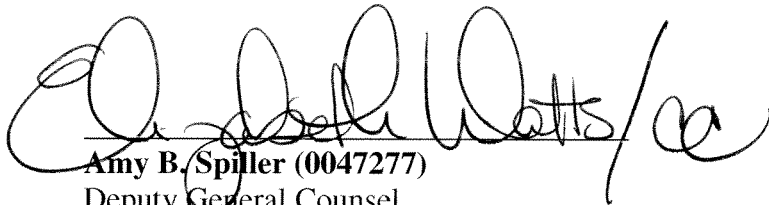
5. The change will allow the Company and the customer to retain copies of bills noting deposits for the customer's own records and will allow Duke Energy Ohio to provide separate bill messages if the customer makes multiple payments in one billing cycle. Also, the message will continue to provide the receipt number, amount received and date of payment.

6. An exemplar of proposed changes is attached to this Application.

7. The information provided will include the rate of interest to be paid.

As set forth above, and pursuant to O.A.C. 4901:1-10-22 (C), Duke Energy Ohio requests the Commission's approval of changes to its bill format to provide this necessary additional information.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Elizabeth H. Watts / ea". The signature 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

\$ \_\_\_\_\_ \$ \_\_\_\_\_  
 HeatShare Contribution (for Customer Assistance) Product Patches

Current Customer  
12345 Your Street  
Cincinnati, Ohio 45202

PO Box 1326  
Charlotte NC 28201-1326

400 00000240764 12121212124 m d d y y y y 2 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	1212-1212-12-4

Mail Payments to	Account Information
PO Box 1326 Charlotte, NC 28201-1326	Payments after Feb 08 not included Last payment received Feb 01 Bill Prepared on Feb 08, 2012 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	35698	369

Gas - Residential	
Usage - 74 CCF	
Chrgy/CG&E - Rate RSPP	\$ 76.91
Current Gas Charges	\$ 76.91
Gas Cost Recovery \$0.5453290rCCF	

Current Billing	
Am't Due - Previous Bill	\$ 93.33
Payment(s) Received	93.33 or
Balance Forward	0.00
Current Gas Charges	76.91
Current Electric Charges	44.20
Agmt #3420458 Am't Due	49.00
Current Amount Due	170.11

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

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 01/29/2012

Currently, Duke Energy does not have the ability to produce a duplicate security deposit receipt. Providing the security deposit receipt on the customer's bill will permit Duke Energy to duplicate the security deposit receipt.

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





Account Number 1212-1212-4

10 21

Due Date	Amount Due
March 30, 2012	\$ 151.42

For less detail billing information on your monthly usage, visit [www.duke.com/usage](http://www.duke.com/usage)

\$ _____	\$ _____
Head Office Connections for Customer Accounts	Have Reported

Current Customer  
12345 Year Street  
Cincinnati, Ohio 45202

PO Box 1026  
Charlotte NC 28201-1026

4 0 0 0 0 0 2 4 0 7 8 4 1 2 1 2 1 2 4 n n n n v d y y y 2 0 0 0 0 2 4 4 5 7 7

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Name/Service Address	For Inquiries Call	Account Number
Current Customer 12345 Year Street Cincinnati OH 45202	Duke Energy 1-800-123-4567	1212-1212-12-4

Mail Payments to	Payment Information
PGI Box 1026 Charlotte NC 28201-1026	Payment to offer Mar 07 not included Last payment received Feb 23
	Bill Prepared on Mar 08, 2012 Next meter reading Apr 08, 2012

Meter	Number	Reading Date		Days	Meter Reading		Usage
		From	To		Previous	Present	
Gas	111111111	Feb 07	Mar 07	29	1604	1667	63
Elec	222222222	Feb 07	Mar 07	29	15000	16000	1000

Gas - Residential	
Usage	63 GCF
Energy Charge - Rate RSPPP	\$ 26.98
Current Gas Charges	\$ 66.98
Gas Cost Recovery \$0.47651595/Ccf	

Current Billing	
Net Due - Previous Bill	\$ 170.11
Payments Received	103.11
Balance Forward	0.00
Current Gas Charges	66.98
Current Electric Charges	36.44
Agmt #048946 Area Due	45.00
Current Amount Due	151.42

Electric - Residential	
Usage	912 kWh
Energy Charge - Rate RS	\$ 36.44
Current Electric Charges	\$ 36.44

Account Balance	
Current Billing	\$ 151.42

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2177893. \$20.00 has been reported as a security deposit for your account on 02/21/2012.

PLEASE RETAIN THIS STATEMENT FOR YOUR RECORDS: Receipt Number 2178799. \$20.00 has been reported as a security deposit for your account on 02/21/2012.

Currently, Duke Energy does not have the ability to produce a duplicate security deposit receipt. Providing this security deposit receipt on the customer's bill will permit Duke Energy to duplicate the security deposit receipt. Duke Energy will provide additional bill messages on the bill for each separate payment made toward the security deposit in a billing cycle.



Due Date	Amount Due	Security Deposit
March 30, 2012	\$ 151.42	\$ 162.50

## Bill Payment Made Easy

**Paperless Billing:** View and pay your bill for free by registering at [www.duke-energy.com](http://www.duke-energy.com)  
**Payment Advantage:** Free Service, payment automatically drafts from your bank account. Enroll at [www.duke-energy.com/paymybill](http://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](http://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 \$0.0193 for the first 1,000 CCF, \$ 0.0077 for the next 19,000 CCF and \$ 0.0411 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 \$0.06465 for the first 2,000 kWh, \$ 0.0419 for the next 15,000 kWh and \$0.0363 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.

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 in the case of residential customers, after one year of prompt payment.

New information added for OH security deposit

### 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 100-watt light bulbs 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 rider 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 alternative 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 BE	Charges to recover costs of market-based capacity.
Fixed Delivery Service Charge	The fixed costs for delivering gas, which do not change with usage.	Rider REC	Charges to recover costs of market-based energy.
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 RECON	Temporary rider to eliminate remaining balances from prior Rider PTC-FPP and Rider BRA-BRT.
		Rider RTO	Charges to recover market-based transmission costs assessed by the regional transmission organization.
		Rider SCR	Costs to reconcile payments made to suction suppliers.
		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 1DDTTY toll free number, 1-800-752-3254. You may also write to our Customer Services Department at P.O. Box 980, Mail Drop 3080, Cincinnati, 45201. In addition, you may contact us by fax at 1-800-395-4704, or by e-mail at [www.duke-energy.com](mailto: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 1-800-888-7828 (toll free) from eight a.m. to five p.m. weekdays, or at [www.pucop.ohio.gov](http://www.pucop.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 1-877-742-5822 (toll free) from eight a.m. to five p.m. weekdays, or at [www.pucoccc.org](http://www.pucoccc.org).

To obtain information about competitive gas offers, visit [www.pucop.ohio.gov](http://www.pucop.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: PO Box 1000 Charlotte, NC 28201

#### SERVICE EMERGENCY NUMBERS

Gas Trouble 1-800-254-4300

Electric Trouble 1-800-543-5599