

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Application of Duke)
Energy Ohio, Inc., to For Approval of) Case No. 19-1593-GE-UNC
Bill Format Changes.)

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

Introduction

1. Applicant, Duke Energy Ohio, Inc.(Duke Energy Ohio) is a public utility and electric light company as defined in R.C. 4905.02 and 4905.03(A)(4), respectively, and an electric distribution utility as defined by R.C. 4928.01(A)(6), and is subject to the jurisdiction of the Public Utilities Commission of Ohio (Commission).
2. Duke Energy Ohio is also a natural gas company within the meaning of R.C. 4905.03(A)(6), and is a public utility subject to the jurisdiction of the Commission.
3. Duke Energy Ohio serves customers in Adams, Brown, Butler, Clinton, Clermont, Hamilton, Montgomery, and Warren Counties in Southwestern Ohio.
4. Rule 4901:1-10-22(C) provides that any new bill format proposed by an electric distribution utility shall be filed with the Commission for approval. Further, if an application for approval is not acted upon within forty-five calendar days, the application shall be deemed approved on the forty-sixth day after filing.
5. With feedback gathered from customers, employees, and the Staff of the Public Utilities Commission of Ohio (Staff), the Company is introducing a new universal bill format as part of its Customer Connect Program that is easier for customers to read and understand.

The Company's new bill format removes confusing content, simplifies information and makes the bill more digestible and visually pleasing. While the new bill looks different, the Company has maintained all the information customers value and the Commission requires. The Company has enhanced its bill format to create a straightforward and informative billing experience for all customers.

Examples of new features include the following:

- An easy-to-understand usage graph;
- Explanations of commonly used abbreviations and terms (kWh, riders, etc.);
- Use of color, bold text, boxes and icons to highlight key information that customer want and need at a glance;
- Bill-related messages tailored to the service territory and useful tips help customers make smarter decisions about energy use; and
- Alternative payment options listed on the bill backer, along with relevant contact information and supporting messages.

6. Pursuant to Rule 4901:1-10-22(C), Duke Energy Ohio is providing herewith, samples of the new bill formats that will be sent to customers after Commission approval. The attached samples provide exemplars of the following:

1. Simple Residential Bill
 - a. Duke Energy Ohio Res Condensed Prototype
 - b. Duke Energy Ohio Res Detailed Prototype
2. Budget Bill
 - a. Duke Energy Ohio Quarterly BBP – 2020 Prototype
 - b. Duke Energy Ohio Quarterly BBP – 2022 Prototype
 - c. Duke Energy Ohio Res Annual Budget Bill – 2020 Prototype
 - d. Duke Energy Ohio Annual Budget Bill – 2022 Prototype
3. Supplier bill
 - a. Duke Energy Ohio Electric Supplier Prototype
4. Net metering bill

- a. Duke Energy Ohio Net Metering Prototype
- 5. PIPP bill
 - a. Duke Energy Ohio PIPP Bill Prototype
- 6. Commercial bill
 - a. Duke Energy Ohio C&I Bill Prototype

WHEREFORE, Duke Energy Ohio respectfully requests that the Commission approve these bill formats as filed.

Respectfully submitted,

Duke Energy Ohio, Inc.

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