

# Large Filing Separator Sheet

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Schedules S-4.2

FILE

**BEFORE**

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

In The Matter of the Application of  
Duke Energy Ohio, Inc. for an  
Increase in Gas Rates

Case No. 07-589-GA-AIR

In the Matter of the Application of  
Duke Energy Ohio, Inc. for Approval  
of an Alternative Rate Plan for its  
Gas Distribution Service

Case No. 07-590-GA-ALT

In the Matter of the Application of  
Duke Energy Ohio, Inc. for Approval  
to Change Accounting Methods

Case No. 07-591-GA-AAM

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VOLUME 6

SCHEDULE S-4.2  
(PART 3 OF 3)

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**Duke Energy Ohio, Inc.  
Case No. 07-589-GA-AIR**

**Management Policies, Practices & Organization of  
Duke Energy Corporation**

**Schedule S-4.2**

**Volume 3 of 3**

**DUKE ENERGY CORPORATION  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATIONAL  
SCHEDULE S-4.2**

**TABLE OF CONTENTS**

**VOLUME 1 of 3**

	<b><u>Page Nos.</u></b>
<b>FINANCE</b>	
<b>Corporate Controller</b>	
Accounting	11
Corporate Financial Controls	337
<b>Commercial Business Financial Operations</b>	344
<b>Corporate Treasurer</b>	
Treasury	351
Financial Planning & Analysis	409
O&M and Capital Budgeting and Regulated Business Support	413
Insurance & Claims	418
Risk Management	422
<b>Financial Re-engineering</b>	427
<b>Tax</b>	431
<b>Investor Relations</b>	440
<b>Supply Chain</b>	445
<b>Rates</b>	495

**DUKE ENERGY CORPORATION  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATIONAL  
SCHEDULE S-4.2**

**TABLE OF CONTENTS**

**VOLUME 2 of 3**

	<b><u>Page Nos.</u></b>
<b>STRATEGY, POLICY &amp; REGULATORY ACTIVITIES</b>	
Technology	506
Environmental, Health & Safety	509
Energy Efficiency	514
Strategy & Planning	517
Sustainability & Community Affairs	521
Foundation	562
Business Relations	570
Economic Development	574
Government & Regulatory Affairs	579
Federal Government Affairs	584
Federal Regulatory Policy	589
Corporate Communication	593
<b>LEGAL</b>	
Legal Department	603
Audit Services	618
Corporate Secretary and Ethics & Compliance	629
Securities and Financial Reporting	663
<b>CORPORATE ADMINISTRATION</b>	
Information Technology	668
Enterprise Operations Services	803
Human Resources	818
Enterprise Field Services	848

**DUKE ENERGY CORPORATION  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATIONAL  
SCHEDULE S-4.2**

**TABLE OF CONTENTS**

**VOLUME 3 of 3**

	<b><u>Page Nos.</u></b>
<b>U.S. FRANCHISED ELECTRIC &amp; GAS BUSINESSES UNIT (FE&amp;G)</b>	
<b>Customer Service</b>	861
<b>Gas Operations</b>	
Gas Engineering	921
Commercial Operations	965
Construction & Maintenance	976
Gas Performance Support	988
<b>Power Delivery</b>	
Electric Systems Operations	998
Midwest Field Operations	1011
Performance Support	1032
Central Operations	1043
Asset Management	1053
<b>Engineering &amp; Technical Services</b>	1061
<b>Enterprise Asset Management</b>	1090
<b>COMMERCIAL BUSINESS UNIT (CBU)</b>	
<b>Corporate Development and Mergers &amp; Acquisitions</b>	1096
<b>Midwest Generation Operations</b>	1101
<b>Portfolio Risk Management</b>	1118
<b>Coal Group</b>	1124
<b>Regional Transmission Organization &amp; Market Services</b>	1129
<b>Commodity Logistics</b>	1133
<b>Generation Dispatch &amp; Real Time Operation</b>	1138
<b>Commercial Analytics</b>	1144

**MANAGEMENT POLICIES, PRACTICES & ORGANIZATION**  
**OF**  
**DUKE ENERGY CORPORATION**  
**DUKE ENERGY OHIO**  
**SCHEDULES S-4.2**  
**U.S. FRANCHISED ELECTRIC & GAS BUSINESS UNIT**  
**YEAR 2007**

DUKE ENERGY  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION  
CUSTOMER SERVICE  
SFR Reference: Chapter II (B)(9)(d)(i,ii,iv,v)

I. Policy and Goal Setting

Customer Service supports the corporate policies and objectives as described in the Working Environment Policy Manual through the Department directives, procedures and practices. In addition, policies defined by the Federal Energy Regulatory Commission (FERC) and the Code of Business Ethics (COBE), are supported and followed within the Customer Service organization.

Policy making also occurs at the department level primarily through the Business Standards and Integration (BS&I) group. This group was formed in April, 2006 after the Duke Energy – Cinergy merger, to simplify existing processes and to maximize the effectiveness of Customer Service's systems and resources.

The BS&I team gathers input from all areas of Customer Service and also works with key stakeholders outside of Customer Service such as Gas Operations, Meter Operations, Meter Reading, Service Delivery, Customer Strategy and Electric Operations. The BS&I team works cohesively to establish policies and procedures that make the Customer Service business more efficient and cost effective.

Departmental policies are communicated to the management team at department staff meetings. The Management team then communicates these policies to their staff that in turn communicate the policies, where appropriate, to individual staff members. Department policies are often reviewed by supervisors and the work force in small group meetings. The purpose of the meetings is to ensure there is an understanding of the policies and their importance in relation to serving the customer.

Goal Setting

Annual and long-range goals and objectives are established by executive management and are embodied in the US Franchised Electric & Gas business plan. The senior vice president of Customer Service meets with the Customer Service management team to establish a business plan that supports the goals of the US Franchised Electric & Gas. Attached as Exhibit CUC-2, is an excerpt from the 2007 Customer Service Business Plan. The Customer Service management team is responsible to then develop business plans for their specific department, which supports the overall Customer Service plan. Non-union



employees are compensated according to the results of these goals combined with the results of Customer Satisfaction surveys, how well we did on achieving our major Customer Service initiatives, and overall performance of the Company as determined by earnings per share.

The Customer Service management team reviews the progress of the business plan and objectives monthly. The senior vice president of Customer Service also reviews progress against these goals with senior management on an as-needed basis relative to the importance of the goals/objectives in supporting the Company's objectives.

Some of the criteria used in the Customer Service Department's goal/objective setting process are:

- The goals must support and foster the corporate charter to create superior and sustainable value for our customers, employees, communities and investors through the production, delivery and sale of energy and energy services;
- While working to achieve our goals and objectives, we remain focused on our values of stewardship, integrity, safety, respect for the individual, high performance, and win-win-relationships;
- Appropriate targets and measurements must be developed;
- Goals/objectives must relate to company initiatives and be cost-effective; and
- Goals/objectives must effectively serve both external and internal customers.

Within our Call Center, our representatives are eligible for an incentive payment on a quarterly basis, based on individual performance. Individuals are measured on components such as call quality, adherence to schedule and availability. In addition, management incentive plans also include customer satisfaction goals and objectives.

## II. Strategic Planning

To determine short and long-term strategy, the Customer Service leadership team reviews corporate objectives, customer feedback and employee feedback. The business plan includes initiatives that are to be accomplished over an 18 to 24 month time period. The business plan includes action steps to achieve the initiatives as well as milestones and timelines.

An example of Strategic Planning is our current technology plan, which details various technology enhancements that will take place in 2007 and 2008. These enhancements are designed to serve our customers more efficiently and cost effectively while providing our customers with added convenience. This list of enhancements includes the implementation of an Energy Data Management System, which will provide a single repository for all of our meter data and

supports the building of an advanced metering infrastructure. This system will enable us to transform our business processes related to meter data, and it will facilitate future merger transitions.

Within our call center, we have continued to make a number of technological improvements within the past couple of years. Our Automated Phone System enables customers to perform a number of self-service options such as, report an outage, Budget Billing setup and remove, BillPayer 2000 setup and remove, check the amount due and due date, verify amount and date of last payment, pay by phone, confirm amount and due date to prevent disconnection for non-payment, Fixed Bill enrollment, EZRead enrollment, enter gas and/or electric meter readings, update phone number in the billing system and make payment arrangements. Screen Pop is another feature that enables the customer service representatives to assist the customer more efficiently by automatically accessing the customer's account whenever the telephone number that the customer is calling from, matches the telephone number we have in our billing system. To help ensure accessibility during storms, we have contracted with Twenty-First Century Communications to augment our self-serve options of reporting outages. These features also provide information to the customer as it pertains to their outage such as, estimated restoration time/date, first outage call received time/date and the cause of the outage.

We have also introduced a number of self-service applications via our website at [www.duke-energy.com](http://www.duke-energy.com). Customers can register for our Online Services and perform transactions, such as report an outage, view and pay bill online, check the amount and due date of current bill, access billing, payment and usage history, enroll in our Budget Billing Program, request service to be turned on or off, report electric trouble, utilize the Home Energy Calculator, submit meter reads and view meter reading schedules. Customers can also read important messages posted online about events as they are happening through our status messaging tool.

Other strategic planning is guided by the results of our customer satisfaction surveys. As customer data is analyzed, the results are forwarded to appropriate departments and management. Based on the results, recommendations and decisions are made and factored into our strategic planning.

### III. Organizational Structure

Customer Service is headed by a senior vice president who reports to the Group Executive, President and Chief Operating Officer, US Franchised Electric & Gas. The department is divided into six areas: Call Center Operations, Customer Service Platforms, Revenue Services, Energy Data Management, Business Standards & Integration, and Customer Service Support. All six areas are headed by a vice president/general manager/director who reports directly to the senior vice president. Organizational charts are attached below as Exhibit CUC-1.

#### IV. Responsibilities

The major responsibilities of Customer Service include the following:

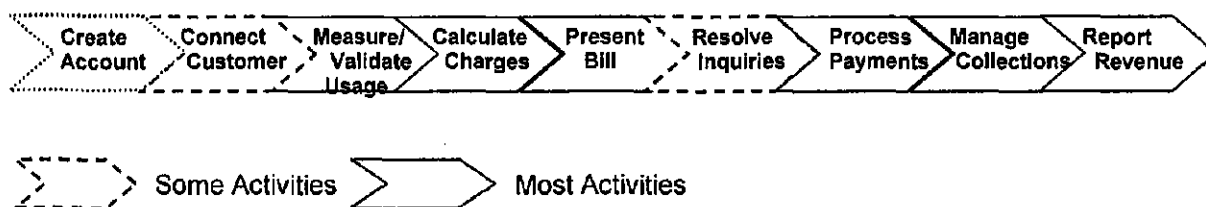
##### Customer Contacts

Customer Service has general responsibility for handling customer contacts by telephone and e-mail for residential and small business customers related to a wide variety of billing and service matters, complaints, adjustments, and gas and electric trouble calls. Also, telephone calls from builders and contractors regarding preliminary gas and/or electric service matters such as inspections, new meter installations, etc., are handled by Customer Service.

Customer Service also manages our customer service offices, where customers can walk in and make a payment, make payment arrangements, or discuss any billing matter with one of our customer service representatives. We also manage Pay Agents where customers can also make payments at a local retailer that typically offers extended hours of operation. In addition we have the responsibility to maintain and update all customer related web content on the Company's website as well as functionality for Online Services.

##### Revenue Services

In general, the Revenue Services area performs most of the functions in the Company's retail revenue process. As depicted in the following diagram, once customer accounts are created, Revenue Services performs most of the activities related to preparing the customers' bills, processing payments, managing collections and reporting revenue.



##### Billing

- Render timely and accurate bills;
- Resolve usage/billing exceptions accurately and timely;
- Support other departments with billing information necessary to aid in resolving customer inquiries;
- Investigate billing problems and initiate billing in cases of un-metered or miscalculated gas/electric usage;
- Provide operational support for billing; and
- Maintain proper controls to ensure all accounts are billed as scheduled.

#### Credit & Collections

- Establish and implement credit and collection policies, in compliance with state regulatory requirements;
- Take action on past-due accounts (primarily residential);
- Investigate, and initiate billing and collection actions, in cases of fraud and meter tampering;
- Administer Percentage of Income Payment Plan, medical certification and life support programs; and
- Initiate account adjustments, claim filings, and collection efforts, if any, for customer bankruptcy filings.

#### Payments

- Apply payments to customer accounts in a timely manner;
- Validate system controls are operating appropriately and effectively;
- Administer, apply, and collect agency payments (Vouchers, PIPP Intents, etc);
- Provide Operational support for Payment related questions; and
- Maintain proper account records and controls to assure the integrity of reported gas and electric usage and revenue and accounts receivable balance.

#### Certified Supplier Business Center

- Manage the business relationships with gas and electric suppliers participating in Duke Energy Ohio's Customer Choice programs;
- Execute Customer Choice back-office operations; and
- Create and implement Customer Choice business processes and support other departments by providing Customer Choice information.

#### Regulatory Reporting and Complaint Resolution

Customer Service also works with the PUCO and Ohio Consumers' Counsel (OCC) to provide required reports such as the OSCAR report (detailed 96 column report regarding PIPP accounts, number of disconnects, number of reconnects, and more) and other reports upon request. This group also handles escalated complaint calls that are referred by the call center, the PUCO and OCC for resolution.

#### Customer Satisfaction

Customer Service works with the Customer Strategy Department to manage customer satisfaction surveys and to mine the data and determine customer improvement initiatives. Surveys include customer contact surveys for residential customers, new service installations, e-mail requests, Online Services, and e-Bill.

#### Energy Data Management

Customer Service has a dedicated group responsible for establishing and implementing an Energy Data Management System (EDMS). This system will provide a single repository for all of our meter data and will support the building

of an advanced metering infrastructure. Once implemented, this system will streamline the validation, estimation and exception process as well as remove complexity of meter device issues from downstream systems. In addition, the EDMS will provide scalability by providing economical support for meter data, processing and storage for 14,000,000 customers (19,000,000 meters) with incremental additions based on future mergers. It will provide flexibility by having automated processing of standard business rules for validation, editing, and estimating and aggregation and billing determinant calculations. It will provide simplification by providing consistent normalization of data, consistent and early exception management, and isolate complexity of meter infrastructure management issues from the Customer Information System and other systems. We expect to implement the EDMS to the Business and Industrial customers by mid-2007 and to the mass market by early 2008.

#### Customer Service Platforms

Customer Service is also responsible for continually evaluating our systems and technologies used throughout Customer Service, to ensure that we have the right systems and tools in place to run the business efficiently and cost-effective, both now and in the future. We have a group dedicated to working with key stakeholders throughout the organization to identify "pain points" (what's not working or what's causing breakdowns in business processes, etc.), and to research and evaluate what technology is needed to improve our business processes across the organization. This group is strategic in their approach to ensure that the most cost-effective measures are taken, and that technologies are scalable for future growth.

#### V. Practices & Procedures

Customer Service develops its operating procedures with supporting input from the various departments with which the department has close interaction. These interacting departments include Meter Operations, Regulatory Compliance, Legal Department, Corporate Communications, Information Technology, Gas Operations, Meter Reading, Communication Strategy & Energy Efficiency, etc.

Customer Service provides staff support for department-related projects that are developed on a corporate-wide basis. The conversion of our Customer Management System (CMS) is a good example of this. We also have a cross-functional Customer Satisfaction Council, focused solely on evaluating results of customer satisfaction and determining recommendations for improvement.

Operational guidelines are provided for use by the office and field work forces. Day-to-day operational decisions are made by the respective vice presidents/general managers/directors or senior vice presidents, as these decisions affect normal division operations. Unusual problems and events are discussed with the department senior vice president and affected vice president/general managers/directors. The vice president keeps the US Franchised Electric & Gas president informed of

significant events that could affect the overall operation of the department in a material way.

## VI. Decision Making and Controls

At monthly staff meetings held by the senior vice president with the vice presidents/general managers/directors, recent developments internal and external to the department are discussed and reviewed. Where appropriate, decisions are made which will enhance overall department operations.

The vice presidents/general managers/directors in turn have staff meetings with their employees as needed. Any decisions that affect the work force are discussed with the employees in small group meetings, and feedback is solicited and received.

Day-to-day decisions, as they pertain to the various jobs in Customer Service, are normally made by the employees performing the jobs. Certain guidelines are in place to assist employees in decision making. These guidelines are communicated to employees through online or printed training manuals and departmental procedures. Each employee's work is monitored by supervision to make sure decisions are consistent with policies and procedures.

Major decisions, such as the need to work overtime for a large number of employees, are made by supervisors, with the approval of the department manager. Information regarding especially significant decisions is forwarded to the senior vice president and the US Franchised Electric & Gas president in weekly or bi-weekly reports.

Specifically, the need for overtime in the call center is evaluated by workforce management. The dollars needed for planned overtime are tracked on a weekly basis and compared to the budget dollars for overtime. Workforce management approves overtime up to the budget amount. If the need for overtime exceeds our budget dollars for the week, a manager must approve the overtime.

The following are examples of controls that are in place to assist the department supervisory staff in their efforts of determining that the various systems and procedures are functioning properly:

- The Call Center telephone system has the capability of generating reports that enable management to tabulate each customer representative's activities on the telephone. In addition, supervisors of the Call Center are able to measure group productivity and effectiveness with this data;
- Another example of a control is the level of authority that various employees have when making a monetary adjustment to a customer's account. An employee must have documented approval from his/her supervisor to make an adjustment that is beyond the employee's authority;

- Further internal program controls exist involving certain billing adjustments, which are processed in the Customer Management System (CMS). These controls consist of the blocking out of entries by unauthorized employees;
- Customer and meter movement orders not processed within three working days from receipt in the Work Order group are given a high priority to follow-up; and
- Service Delivery monitors response time for Gas and Electric Trouble calls to ensure that we are responding in the appropriate amount of time. In addition, they measure the number of turn-on and turn-offs taken and the number worked. If there are any discrepancies or red flags in any of these reports, the necessary action is taken to correct the situation.

In addition, the installations of various internal electronic systems have enabled the department to develop better measurement of performance of our work force, as well as to utilize the system for training purposes in a more effective manner.

As mentioned in an earlier section, when appropriate, participatory management is being used in decision making processes. Recommendations from teams generally include control provisions, which are implemented, if approved, by departmental management.

## VII. Internal and External Communication

Customer Service communicates internally with employees through meetings, e-mail, the Portal, This Week @ Duke Energy Newsletter, Duke Energy Ohio & Kentucky Weekly, and written procedures. In addition, bulletin boards are strategically located throughout the department. Periodically the president and/or senior vice president and vice presidents/general managers/directors will hold employee meetings to give employees the opportunity to voice their concerns and opinions. Lines of communication exist through various project teams and the Business Standardization & Integration group, which is used to resolve problems and encourage teamwork and cooperation across departments.

External communication occurs through a variety of channels including the following:

- Letters to customers;
- Bill messages;
- Bill inserts;
- Attendance at public hearings and meetings;
- Presentations at community meetings, agencies, rotary clubs, city council;
- Volunteer work in the community;
- Membership in professional and civic organizations;
- In-person at our customer service offices;
- E-Mail;
- Web site;
- Automated Phone Service;

- Telephone contact; and
- Contact with regulators and other agencies at our Ohio Collaborative meetings.

#### VIII. Goal Attainment and Qualification

Customer Service uses various statistical reports as a means of measuring operational effectiveness of the department. Some of the reports serve the dual purpose of measuring goal attainment as well as being control devices. Many of our process improvement initiatives are driven by the results of our customer satisfaction surveys as we analyze what customers are telling us in our various surveys:

##### Residential Customer Contact Survey

Customer Satisfaction is measured on a regular basis. Surveys are sent to residential customers that had a recent service contact. The surveys are mailed weekly by an independent research firm and measure satisfaction with 5 key processes. The surveys measure overall satisfaction using the following scale: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, and Very Dissatisfied.

##### New Service Installation Survey

Satisfaction with installation of new gas and electric service is measured on a regular basis at Duke Energy. Surveys are sent to builders, developers and/or customers that request new gas and/or electric service be installed. The surveys are mailed every week by an independent research firm and measure satisfaction with this key process for all customers. The surveys measure overall satisfaction using the following scale: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, Very Dissatisfied.

##### Online Services Survey

Duke Energy measures satisfaction of those customers that choose to conduct their business through the Company's Online Services. This web-based program allows customers to view and pay their energy bill online, enroll in Budget Billing, turn on/off service, submit meter reads, obtain billing and usage history. Overall customer satisfaction is measured using the following scale: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, and Very Dissatisfied.

##### E-mail Survey

The survey measures satisfaction for those customers that choose to contact Duke Energy through e-mail. Surveys are sent to residential customers that had a recent service contact. A link to an online survey is included with the final communication from the call center representative to the customer. The survey measures overall satisfaction using the following scale: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, and Very Dissatisfied.



#### J.D. Power and Associates Studies

J.D. Power and Associates, a firm well known for assessing the state of customer opinion and customer satisfaction in many key industries, performs annual studies of electric utilities' residential and business customer satisfaction. In addition, J.D. Power performs an annual study on gas distribution residential customer satisfaction. Duke Energy Ohio participates in each of these annual studies, and the satisfaction results indicate that Duke Energy Ohio is doing a very good job of consistently providing high-quality customer service.

The J.D. Power residential electric customer study, established in 1999, calculates overall customer satisfaction based on six performance areas: (1) company image; (2) price and value; (3) power quality and reliability; (4) billing and payment; (5) customer service and added in 2006, 6) communications. For the year 2006, the J.D. Power and Associates study measured customer satisfaction for the largest 76 electric utility holding companies in the nation, that serve over 92.8 million residential customers.

For 2006, the most recent residential customer study, Duke Energy Ohio outperformed the Midwest region average for customer service.

The gas study, implemented in 2002 measures customer satisfaction based on six performance areas which are: 1) Company Image; 2) Price & Value; 3) Billing & Payment; 4) Customer Service; 5) Field Service; and added in 2006, 6) Communications. The 2006 study measured satisfaction from customers of the 56 largest local gas distribution that serve between 49 million residential customers.

In the five years that the J.D. Power residential gas study has been conducted, Duke Energy Ohio's scores in overall satisfaction have outperformed the scores of the Midwest region average on company image, price & value, billing & payment, and customer service.

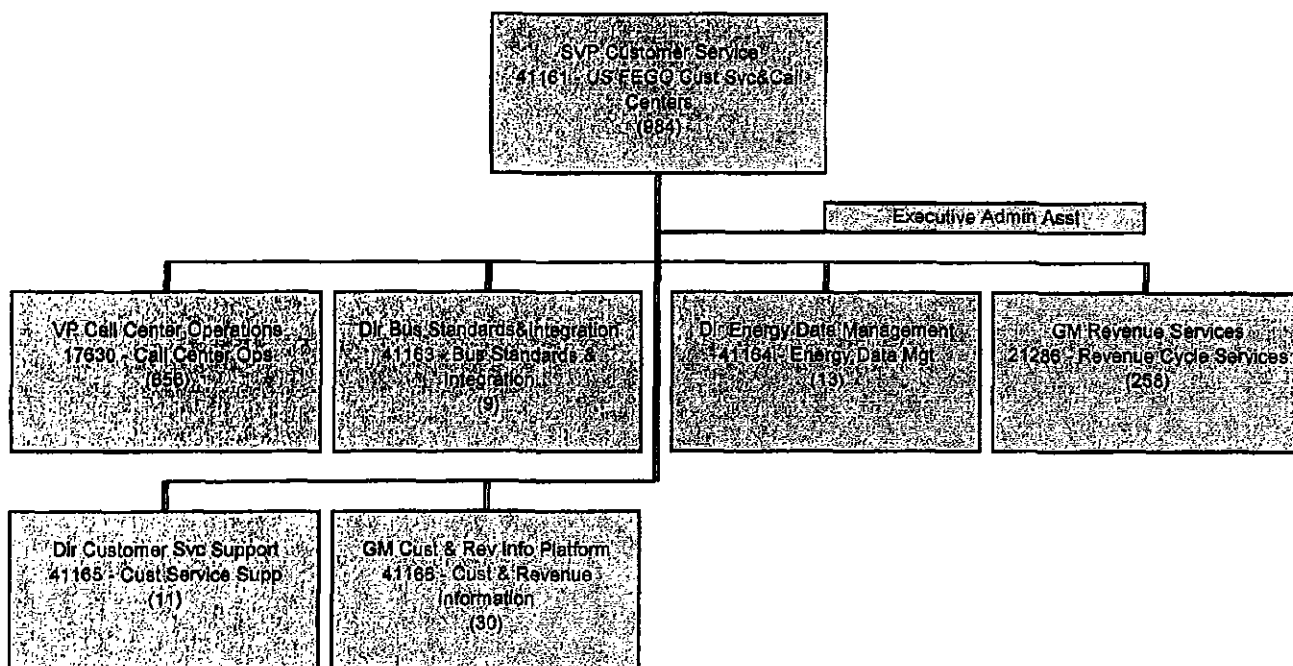
The following are some other examples of statistical reports within the department that are used to quantify the effectiveness of Customer Service activities:

- Residential Customer Contact Surveys; (attached Exhibit CUC-3)
- New Service Installation Surveys; (attached Exhibit CUC-4)
- Online Services Survey; (attached Exhibit CUC-5)
- E-Mail Survey; (attached Exhibit CUC-6)
- All Complaints & Inquiries Received by Customer Service Support 2006; (attached Exhibit CUC-7)
- Complaints Received from the PUCO 2006; (attached Exhibit CUC-8)
- Complaint Resolution Time 2006; (attached Exhibit CUC-9)
- Call Center Coaching Form; (attached Exhibit CUC-10)
- Midwest Contact Channels Report; (attached Exhibit CUC-11)
- New Service Contact Center Stats; (attached Exhibit CUC-12)
- Call Profile ½ Hour Report; (attached Exhibit CUC-13)

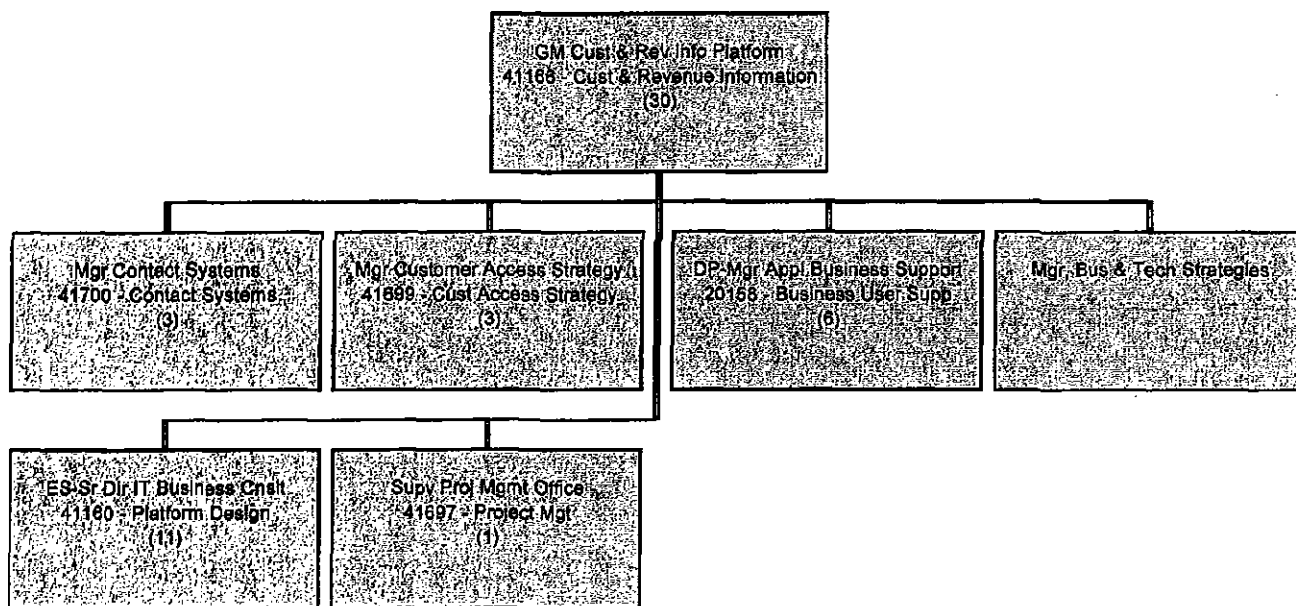
- Availability Report; (attached Exhibit CUC-14) and
- OSCAR Report (attached Exhibit CUC-15).

The vice president of Customer Service meets with the respective general managers/directors on a monthly basis for the purposes of providing information and receiving input on the current status of progress toward obtaining the goals of the department. The general managers/directors hold similar meetings with their respective supervisors.

### Senior Vice President Customer Service

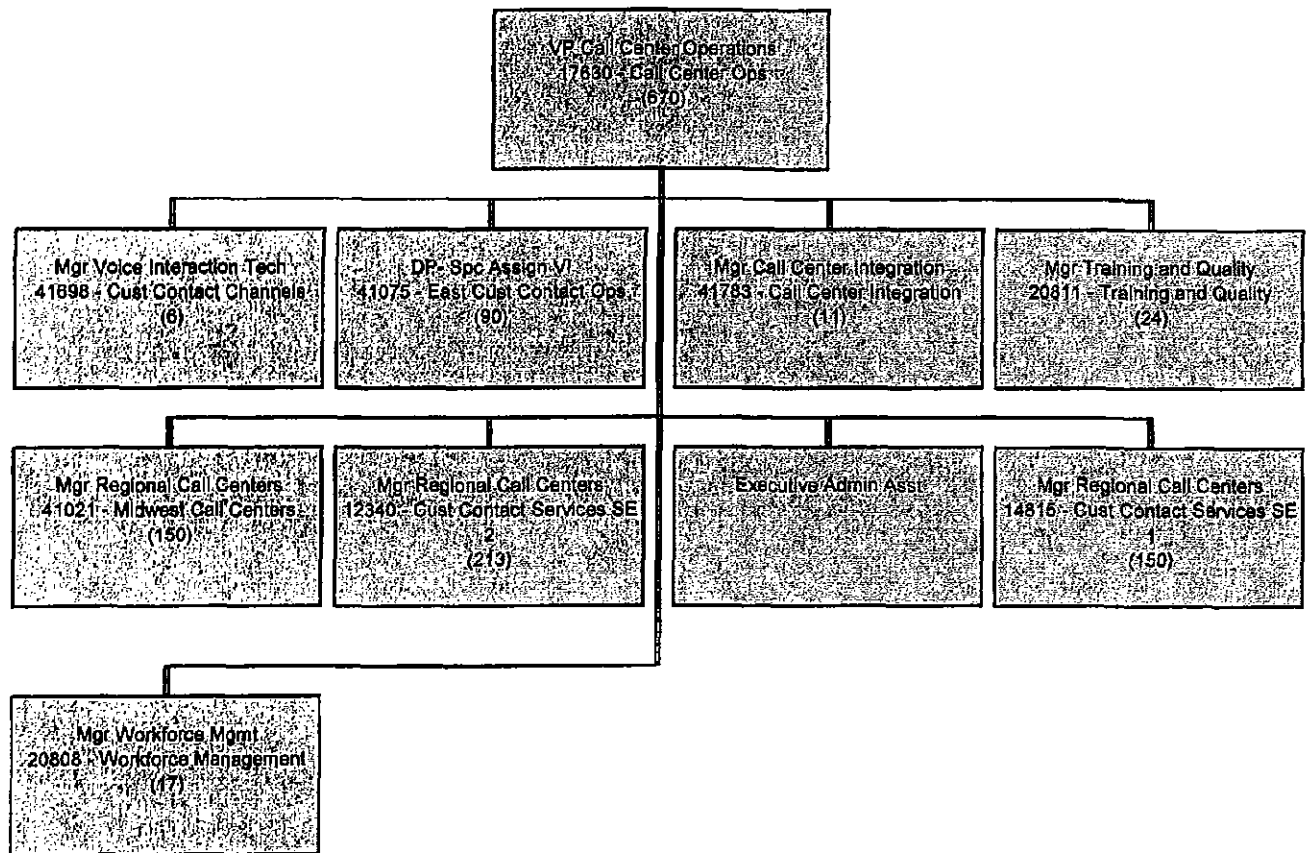


### General Manager Customer & Revenue Information Platform



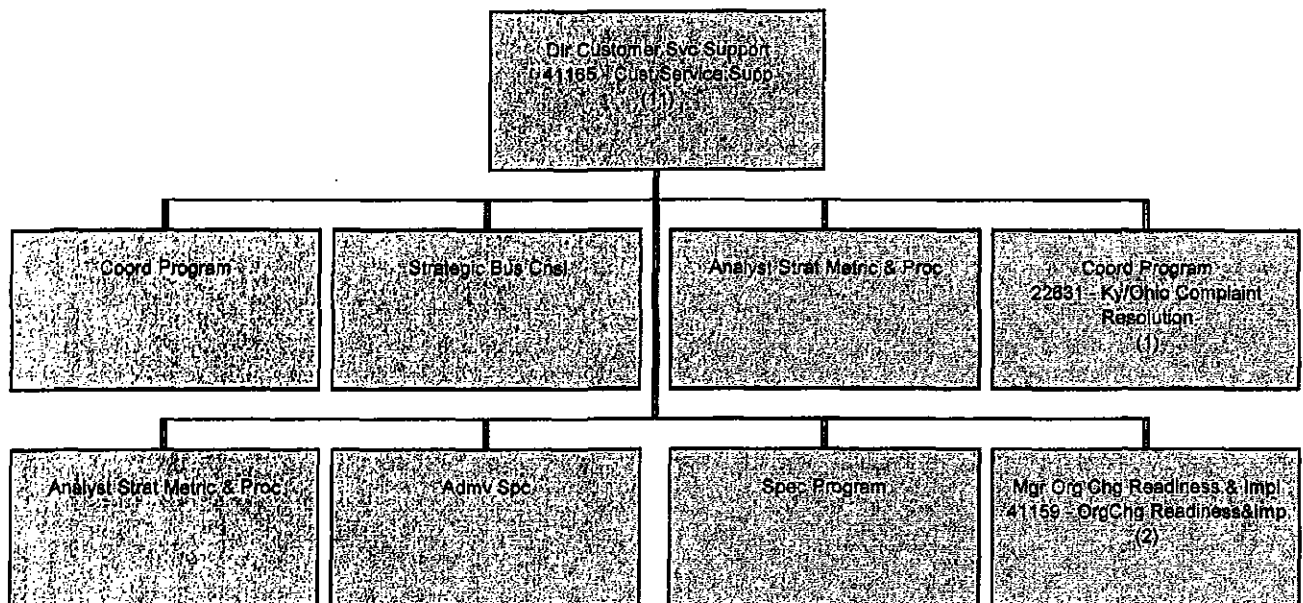
# DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

## Vice President Call Center Operations



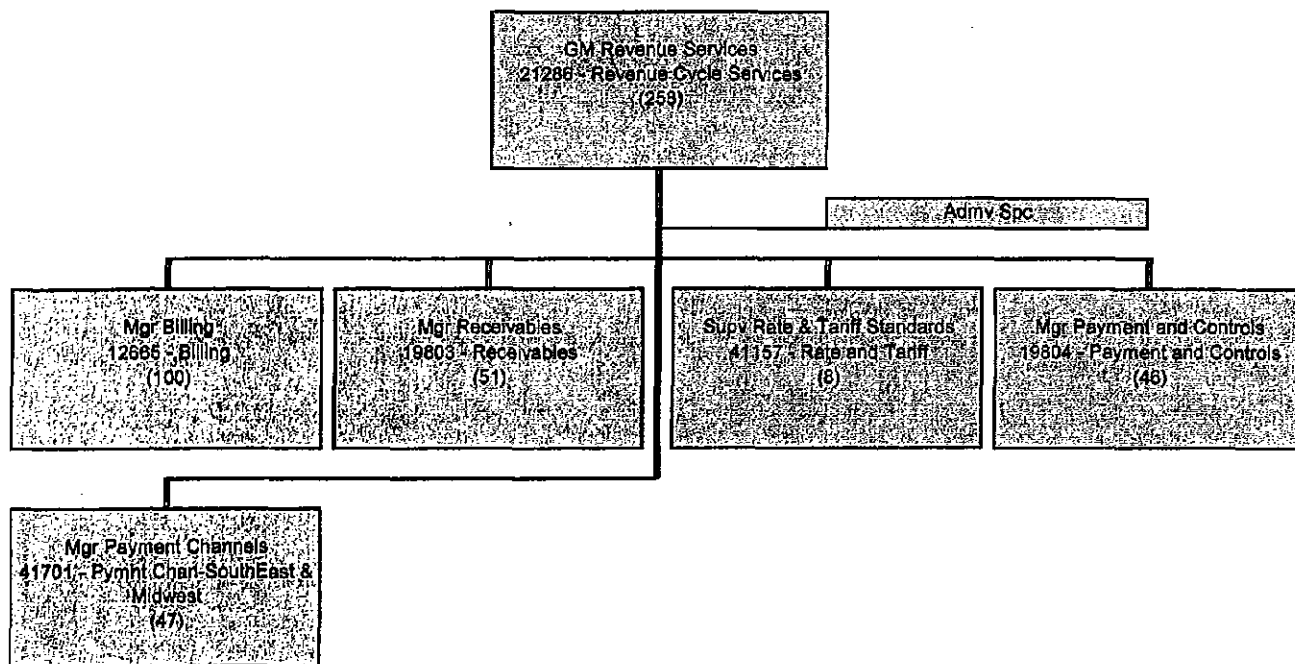
## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

### Director Customer Service Support



## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

### General Manager Revenue Services





**Exhibit CUC-2**

# **2007 Customer Service Business Plan**

Confidential and Proprietary – For Discussion Purposes Only

# 2007 Customer Service Strategies and Metrics



## Operational Objectives

Maintain Customer Satisfaction      Achieve Merger Savings Objectives      Prepare for the Future

### Strategies

- ▶ Focus on safety for employees, contractors and customers
- ▶ Use customer survey tools to understand customer wants, needs, desires and irritants
- ▶ Focus on operational excellence
- ▶ Focus on reducing customer irritants
- ▶ Improve accessibility performance and options
- ▶ Move customers to lower cost contact channels
- ▶ Assure work is performed by best cost resources
- ▶ Increase resource flexibility and scalability
- ▶ Reduce charge-offs
- ▶ Focus on continuous process and management system improvement, simplification and standardization across all jurisdictions
- ▶ Implement technology plans
- ▶ Further develop bench strength
- ▶ Become a consolidator of energy usage data

## Performance Metrics

- ▶ Safety Index
- ▶ Customer contact satisfaction
- ▶ Commission complaints
- ▶ Average speed of answer / Service levels
- ▶ One call resolution
- ▶ Number of estimated bills
- ▶ Bill accuracy
- ▶ Employee satisfaction
- ▶ Actual cost performance to budget
- ▶ Number of Duke employees
- ▶ Charge-offs
- ▶ Cost per customer
- ▶ Number of customer contacts by channel
- ▶ Project status



# Customer Service High-level Initiatives

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- ▶ Customer Service employees – Continue to focus on professional development and implement Customer Service Safety Improvement Plan
- ▶ Standardization and Simplification – Implement common business practices as we integrate processes and systems.
- ▶ Customer Information System enhancements – Provide a common face to customers and common tools for employees.
- ▶ Customer Contact Platform – Includes virtual contact routing, status messaging, IVR enhancements and web single sign on.
- ▶ Bill Payment Platform – Includes Pay Agents and Speedpay enhancements.
- ▶ Energy Data Management System – Provides a single repository for all meter data and supports the building of an advanced metering infrastructure.



OHIO/KENTUCKY

Exhibit CUC-3

Exhibit CUC-3

Dear DUKE ENERGY Customer:

Please help us provide you with the best possible service! Recently you, or someone on your behalf, had contact with DUKE ENERGY regarding a service issue.

Please take a few moments to complete this survey and let us know how we did. We value your input in DUKE ENERGY's ongoing quality improvement process. The information you provide will help us to serve you better in the future.

*John Kappesser*

John Kappesser  
Customer Satisfaction Manager

To ensure your confidentiality, all surveys are collected and processed by Horan Data Services

How satisfied were you with the amount of time you had to wait to speak to a representative?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the reason you called Duke Energy to report a service failure:

- |  |  |   |
|--|--|---|
| <input type="radio"/> Smell of gas                 | <input type="radio"/> Replace a fuse/circuit breaker | <input type="radio"/> Tree limb or object on wire |
| <input type="radio"/> No electricity in your house | <input type="radio"/> Flickering lights              | <input type="radio"/> Damaged electric equipment  |
| <input type="radio"/> Downed electric wire         | <input type="radio"/> Power surges                   | <input type="radio"/> Other                       |

Overall, how long were you on the phone to describe your service request/concern?	<input type="radio"/> Under 1 minute	<input type="radio"/> 1-2 minutes	<input type="radio"/> 2-3 minutes
	<input type="radio"/> 3-4 minutes	<input type="radio"/> Over 4 minutes	

How satisfied were you with the length of time needed to answer your service request/concern?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many phone calls did you make to resolve your service request/concern?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4 or more
--	-------------------------	-------------------------	-------------------------	---------------------------------

How satisfied were you with the number of calls it took to resolve your service request/concern?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If it took you more than one call to complete your service request/concern, please explain why:

In the past 12 months, how many brief (5 minutes or less) interruptions in your home electric service have you experienced?	<input type="radio"/> 1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6 or more
---	-------------------------	---------------------------	---------------------------	---------------------------------

In the past 12 months, how many lengthy (greater than 5 minutes) interruptions in your home electric service have you experienced?	<input type="radio"/> 1	<input type="radio"/> 2-3	<input type="radio"/> 4-5	<input type="radio"/> 6 or more
--	-------------------------	---------------------------	---------------------------	---------------------------------

Please indicate if your contact was reported through an Automated Phone System or with a Customer Service Representative:

- |  |   |                                  |
|--|---|----------------------------------|
| <input type="radio"/> Automated Phone System | <input type="radio"/> Customer Service Representative | <input type="radio"/> Don't know |
|--|---|----------------------------------|

Thinking about the Duke Energy representative who was most responsible for handling your questions/concerns, please indicate how satisfied you were that he/she...

...was courteous and friendly?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...listened to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...understood your request/concern?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...had sufficient knowledge?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...treated you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...summarized any important information that you needed to know?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...explained whether or not you needed to be present for the service work completed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...will complete your service request as promised?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall how satisfied were you with the Duke Energy Representative most responsible for handling your request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about Duke Energy's Automated Phone System, please indicate how satisfied you were with...

...the information given?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...the ease of finding the menu option you needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall how satisfied were you with Duke Energy's Automated Phone System?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SFME

More on Back

Thinking about the Duke Energy service representative who visited your home to complete your service request, how satisfied were you that he/she...

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
...arrived quickly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...treated your property with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...easily identified as a Duke Energy Service Representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...successfully resolved your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied were you with the service representative who visited your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How long were you without service?

☐ Under 1 hour    ☐ 1-2 hours    ☐ 2-3 hours    ☐ 3-4 hours    ☐ Over 4 hours    ☐ Does Not apply

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
How satisfied were you with the length of time it took to restore your service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What information were you given regarding your electric/gas outage? Please select the best choice.

☐ Informed if outage was /was not reported    ☐ Estimated restoration time    ☐ No information given    ☐ Does Not apply  
☐ Duke Energy crew or outage status    ☐ Cause of outage    ☐ All of the above

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
How satisfied were you with the information given?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Did you receive a follow-up phone call verifying that your power was restored? ☐ Yes    ☐ No    ☐ Does Not apply

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
What is your overall level of satisfaction with the way Duke Energy handled your service request/concern?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you like a Duke Energy Representative to contact you? ☐ Yes    ☐ No

Phone Number: \_\_\_\_\_ Name: \_\_\_\_\_

Thinking about Duke Energy as a company, using a scale of 1 to 10, with a 1 being Unacceptable, 5 being Average and 10 being Outstanding, how would you rate Duke Energy on...

	Unacceptable				Average				Outstanding	
	1	2	3	4	5	6	7	8	9	10
...the overall power quality and reliability of your electric service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...the value of service for the amount of money you pay?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...the overall billing and payment process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...your overall customer service experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...their overall reputation as a utility company?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how would you rate Duke Energy as a provider of services to your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finally, the following questions are for classification purposes only and will not be used for any other purpose than to help Duke Energy continue to improve its customer service. Please select the category that best describes your situation.

What is your age?	<input type="radio"/> 18-34	<input type="radio"/> 35-49	<input type="radio"/> 50-59	<input type="radio"/> 60-64	<input type="radio"/> 65-74	<input type="radio"/> Over 74
Please indicate your annual household income.	<input type="radio"/> Under \$15,000	<input type="radio"/> \$15,000 - \$29,999	<input type="radio"/> \$30,000 - \$49,999	<input type="radio"/> \$50,000 - \$74,999	<input type="radio"/> \$75,000 - \$100,000	<input type="radio"/> Over \$100,000

THANK YOU FOR YOUR RESPONSES!



OHIO/KENTUCKY

Dear DUKE ENERGY Customer:

Please help us provide you with the best possible service! Recently, you, or someone on your behalf, had contact with DUKE ENERGY regarding a service issue.

Please take a few moments to complete this survey and let us know how we did. We value your input in DUKE ENERGY's ongoing quality improvement process. The information you provide will help us to serve you better in the future.

John Kappesser  
Customer Satisfaction Manager

To ensure your confidentiality, all surveys are collected and processed by Horan Data Services.

Please select the one category that best describes your service request: (Choose only one)

- ☐ Check the accuracy of your meter or meter reading    ☐ Light a pilot light    ☐ No heat  
☐ Conduct an inspection of your service    ☐ Other \_\_\_\_\_

How satisfied were you with the length of time needed to answer your service request?

Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many phone calls did you make to complete your service request or concerns?

0 or 1	2	3	4 or more
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with the number of calls it took to complete your service request?

Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many times were you transferred to another Duke Energy representative?

None	1	2	3 or more
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with the number of times you called?

Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about the Duke Energy representative who was most responsible for handling your questions/concerns, please indicate how satisfied you were that he/she...

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
...listened to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...treated you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...summarized any important information that you needed to know?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...explained whether or not you needed to be present for the service work to be completed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...will complete your service request as promised?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied were you with the Duke Energy Representative most responsible for handling your service request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MSME

More on Back

Thinking about the Duke Energy service representative who visited your home to complete your service request, how satisfied were you that he/she...

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
...arrived within the agreed-upon time period?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...took time to listen to your questions/concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was easily identified as a Duke Energy Service Representative?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you notified that the service was completed either in person by a service representative or with a door hanger?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> I don't know			

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied	Does Not Apply
How satisfied are you with this number of visits?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is your overall level of satisfaction with the way Duke Energy handled your request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you like a Duke Energy Representative to contact you? ☐ Yes ☐ No

Phone Number: \_\_\_\_\_ Name: \_\_\_\_\_

Thinking about Duke Energy as a company, using a scale of 1 to 10, with a 1 being Unacceptable, 5 being Average and 10 being Outstanding, how would you rate Duke Energy on...

	Unacceptable 1	2	3	4	Average 5	6	7	8	9	Outstanding 10
...the value of service for the amount of money you pay?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...your overall customer service experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...Overall how would you rate Duke Energy as a provider of services to your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finally, the following questions are for classification purposes only and will not be used for any other purpose than to help Duke Energy continue to improve its customer service. Please select the category that best describes your situation.

What is your age?	<input type="radio"/> 18-34	<input type="radio"/> 35-49	<input type="radio"/> 50-59	<input type="radio"/> 60-64	<input type="radio"/> 65-74	<input type="radio"/> Over 74
-------------------	-----------------------------	-----------------------------	-----------------------------	-----------------------------	-----------------------------	-------------------------------

THANK YOU FOR YOUR RESPONSES!



Ohio/Kentucky

Dear DUKE ENERGY Customer:

Please help us provide you with the best possible service! Recently, you, or someone on your behalf, had contact with a DUKE ENERGY representative regarding the turn on, turn off or transfer of service.

Please take a few moments to complete this survey and let us know how we did. We value your input in DUKE ENERGY's ongoing quality improvement process. The information you provide will help us to serve you better in the future.

John Kappesser  
Customer Satisfaction Manager

To ensure your confidentiality, all surveys are collected and processed by Horan Data Services

When you called Duke Energy, how long did you wait to speak to a representative?						
<input type="radio"/> 0-10 seconds	<input type="radio"/> 11-20 seconds	<input type="radio"/> 21-30 seconds	<input type="radio"/> 31-60 seconds	<input type="radio"/> Over 60 seconds		
How satisfied were you with the amount of time you had to wait?		Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neither <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
How many phone calls did you make to complete your service request/concern?						
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4 or more			
How many phone calls did it take to complete your service request/concern?		Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neither <input type="radio"/>	Satisfied <input type="radio"/>	Satisfied <input type="radio"/>
If it took you more than one call to complete your service request/concern, please explain why: _____						
How many times were you transferred to another Duke Energy Representative?						
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4 or more			
How satisfied were you with the number of times you were transferred?		Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neither <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
When you called Duke Energy, how long were you on the phone to make your service request?						
<input type="radio"/> 1-3 minutes	<input type="radio"/> 4-6 minutes	<input type="radio"/> 7-9 minutes	<input type="radio"/> 10-12 minutes	<input type="radio"/> Over 13 minutes		
How satisfied were you with the length of time needed to answer questions or complete your service request?		Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neither <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
Thinking about the Duke Energy representative with whom most responsible for handling your call, please indicate how satisfied you were that he/she						
	Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Neither <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>	Does Not Apply <input type="radio"/>
...was courteous and friendly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...listened to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...had sufficient knowledge?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...treated you with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...offered choices/options that were useful to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...summarized any important information that you needed to know?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...advised whether or not you needed to be present for the service work to be completed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...will complete your service request/concern as promised?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied were you with the Duke Energy representative most responsible for handling your service request/concern?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you asked to speak with a representative to confirm your request and offer other services?						
<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Don't know				
Overall, how satisfied were you with the confirmation portion of this call?						
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about the Duke Energy service representative who visited your home to complete your service request, how satisfied were you that he/she...

Very Dissatisfied   Dissatisfied   Neither   Satisfied   Very Satisfied   Does Not Apply

...if necessary, notified you of any schedule changes or delays?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was knowledgeable?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...treated your property with respect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied were you with the service representative who visited your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Very Dissatisfied   Dissatisfied   Neither   Satisfied   Very Satisfied   Does Not Apply

How satisfied were you with this number of visits?

☐   ☐   ☐   ☐   ☐   ☐

From my home, how often did you communicate with Duke Energy?	Same day	Next day	2-3 days	4-5 days	6-7 days	8-9 days	10 or more days
---	----------	----------	----------	----------	----------	----------	-----------------

Very Dissatisfied   Dissatisfied   Neither   Satisfied   Very Satisfied

How satisfied were you with the length of time it took to complete your service request?

☐   ☐   ☐   ☐   ☐

Would you like a Duke Energy Representative to contact you?   ☐ Yes   ☐ No

Number: \_\_\_\_\_ Name: \_\_\_\_\_

Thinking about Duke Energy as a company, using a scale of 1 to 10, with a 1 being Unacceptable, 5 being Average and 10 being Outstanding, how would you rate Duke Energy on...

Unacceptable   1   2   3   4   Average   5   6   7   8   9   Outstanding   10

...the overall power quality and reliability of your electric service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...the overall billing and payment process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...the overall reputation as a utility company?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finally, the following questions are for classification purposes only and will not be used for any other purpose than to help Duke Energy continue to improve its customer service. Please select the category that best describes your situation.

What is your age?

☐ 18-34   ☐ 35-49   ☐ 50-59   ☐ 60-64   ☐ 65-74   ☐ Over 74

What is your annual household income?	<input type="radio"/> \$10,000-\$19,999	<input type="radio"/> \$20,000-\$29,999	<input type="radio"/> \$30,000-\$39,999	<input type="radio"/> \$40,000-\$49,999	<input type="radio"/> \$50,000-\$59,999	<input type="radio"/> \$60,000-\$69,999	<input type="radio"/> \$70,000-\$79,999	<input type="radio"/> \$80,000-\$89,999	<input type="radio"/> \$90,000-\$99,999	<input type="radio"/> \$100,000+
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THANK YOU FOR YOUR RESPONSES!





Ohio/Kentucky

Dear DUKE ENERGY Customer:

Please help us provide you with the best possible service! Recently, you, or someone on your behalf, had contact with a DUKE ENERGY representative on the phone.

Please take a few moments to complete this survey and let us know how we did. We value your input in DUKE ENERGY's ongoing quality improvement process. The information you provide will help us to serve you better in the future.

*John Kappesser*

John Kappesser  
Customer Satisfaction Manager

Exhibit CUC-3

To ensure your confidentiality, all surveys are collected and processed by Horan Data Services

Please select one category that best describes the reason you called Duke Energy: (Choose only one)

- |  |  |   |
|--|--|---|
| <input type="radio"/> To discuss payment arrangements      | <input type="radio"/> To discuss an estimated bill       | <input type="radio"/> Moved/changed address             |
| <input type="radio"/> To ask about a high bill             | <input type="radio"/> To reconnect service               | <input type="radio"/> To ask about due date/bill amount |
| <input type="radio"/> To discuss Budget Billing            | <input type="radio"/> To clarify information on the bill | <input type="radio"/> Did not get a bill                |
| <input type="radio"/> To discuss e-Bill/electronic payment | <input type="radio"/> Other                              |   |

How satisfied were you with the ease of contacting Duke Energy by telephone?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

When you called Duke Energy, how long did you wait to speak to a representative?

- |                                     |                                       |                                     |
|-------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> 0-10 seconds  | <input type="radio"/> 11-20 seconds   | <input type="radio"/> 21-30 seconds |
| <input type="radio"/> 31-60 seconds | <input type="radio"/> Over 60 seconds |                                     |

How satisfied were you with the amount of time you had to wait?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How many phone calls did it take you to resolve your question/concern?

- |                         |                         |                         |                                 |
|-------------------------|-------------------------|-------------------------|---------------------------------|
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 or more |
|-------------------------|-------------------------|-------------------------|---------------------------------|

How satisfied were you with the number of calls it took to resolve your question/concern?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If it took more than one call to resolve your question/concern, please explain why:

How many times were you transferred to another Duke Energy representative?

- |                            |                         |                         |                                 |
|----------------------------|-------------------------|-------------------------|---------------------------------|
| <input type="radio"/> None | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 or more |
|----------------------------|-------------------------|-------------------------|---------------------------------|

How satisfied were you with the number of times transferred?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Overall how long were you on the phone resolving your question/concern?

- |  |                                   |                                   |                                   |                                       |                                      |
|--|-----------------------------------|-----------------------------------|-----------------------------------|---------------------------------------|--------------------------------------|
| <input type="radio"/> Less than 1 minute | <input type="radio"/> 1-3 minutes | <input type="radio"/> 4-6 minutes | <input type="radio"/> 7-9 minutes | <input type="radio"/> Over 10 minutes | <input type="radio"/> Does not apply |
|--|-----------------------------------|-----------------------------------|-----------------------------------|---------------------------------------|--------------------------------------|

How satisfied were you with the length of the phone call?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thinking about the Duke Energy representative who was most responsible for handling your call, please indicate how satisfied you were that he/she ...

- |   |                       |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|   | Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| ...was courteous and friendly?                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...listened to you?                                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...had sufficient knowledge?                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...treated you with respect?                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...offered choices/options that were useful to you? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...summarized information you needed to know?       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...was sensitive to your situation?                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...will complete your service request as promised?  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If, how satisfied were you with the Duke Energy representative who handled your question/concern?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

More on Back



What is your overall level of satisfaction with the way Duke Energy handled your question/concern?

Very Dissatisfied    Dissatisfied    Neither    Satisfied    Very Satisfied    Does Not Apply

☐    ☐    ☐    ☐    ☐    ☐

Do you like a Duke Energy Representative to contact you? ☐ Yes ☐ No

Phone Number: \_\_\_\_\_ Name: \_\_\_\_\_

Thinking about the bill you receive each month from Duke Energy, how satisfied are you that...

Very Dissatisfied    Dissatisfied    Neither    Satisfied    Very Satisfied    Does Not Apply

... your meter reader acts in a courteous manner? ☐ ☐ ☐ ☐ ☐ ☐

... your meter reader makes a good effort to read your meter on a monthly basis? ☐ ☐ ☐ ☐ ☐ ☐

... your meter reader treats your property with respect? ☐ ☐ ☐ ☐ ☐ ☐

What is your overall level of satisfaction with your Duke Energy meter reader? ☐ ☐ ☐ ☐ ☐ ☐

...the bill is accurate? ☐ ☐ ☐ ☐ ☐ ☐

...the bill is easy to understand? ☐ ☐ ☐ ☐ ☐ ☐

If your bill was not easy to understand, please explain why: \_\_\_\_\_

What is your overall level of satisfaction with the format of your Duke Energy Bill?

Very Dissatisfied    Dissatisfied    Neither    Satisfied    Very Satisfied

☐ ☐ ☐ ☐ ☐

Over the past 12 months, which Duke Energy bill payment method do you prefer to use most often?

- ☐ eBill/online bill payment    ☐ Mail in payment    ☐ Pay in person (Duke Payment Center)
- ☐ Bank Draft (Automatic Payment Plan/Bill Payer 2000)

Thinking about the payment method that you use most often, how satisfied are you that...

Very Dissatisfied    Dissatisfied    Neither    Satisfied    Very Satisfied

... Duke Energy offers convenient bill payment options? ☐ ☐ ☐ ☐ ☐

... your monthly payments are accurately applied to your account? ☐ ☐ ☐ ☐ ☐

What is your overall level of satisfaction with the payment method that you prefer to use most often? ☐ ☐ ☐ ☐ ☐

Thinking about Duke Energy as a company, using a scale of 1 to 10, with a 1 being Unacceptable, 5 being Average and 10 being Outstanding, how would you rate Duke Energy on...

Unacceptable    1    2    3    4    Average    5    6    7    8    Outstanding    9    10

... the overall power quality and reliability of your electric service? ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

... the value of service for the amount of money you pay? ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

... the overall billing and payment process? ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

... your overall customer service experience? ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

... their overall reputation as a utility company? ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

... Overall how would you rate Duke Energy as a provider of services to your home? ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Finally, the following questions are for classification purposes only and will not be used for any other purpose than to help Duke Energy continue to improve its customer service. Please select the category that best describes your situation.

What is your age? ☐ 18-34    ☐ 35-49    ☐ 50-59

☐ 60-64    ☐ 65-74    ☐ Over 74

Please indicate your annual household income.

☐ Under \$5,000    ☐ \$5,000-\$9,999    ☐ \$10,000-\$14,999

☐ \$15,000-\$19,999    ☐ \$20,000-\$24,999    ☐ \$25,000-\$29,999

☐ \$30,000-\$34,999    ☐ \$35,000-\$39,999    ☐ \$40,000-\$44,999

☐ \$45,000-\$49,999    ☐ \$50,000-\$54,999    ☐ \$55,000-\$59,999

☐ \$60,000-\$64,999    ☐ \$65,000-\$69,999    ☐ \$70,000-\$74,999

☐ \$75,000-\$79,999    ☐ \$80,000-\$84,999    ☐ \$85,000-\$89,999

☐ \$90,000-\$94,999    ☐ \$95,000-\$99,999    ☐ Over \$100,000

THANK YOU FOR YOUR RESPONSES!



W/O/KENTUCKY

Dear DUKE ENERGY Customer:

Please help us provide you with the best possible service! Recently, you, or someone on your behalf, made a payment at a DUKE ENERGY payment center or pay station.

Please take a few moments to complete this survey and let us know how we did. We value your input in DUKE ENERGY's ongoing quality improvement process. The information you provide will help us to serve you better in the future.

John Kappesser  
Customer Satisfaction Manager

To ensure your confidentiality, all surveys are collected and processed by Horan Data Services

Please select one or more of the following statements that explain why you chose to pay your bill at a Duke Energy Payment Center or pay station/pay agent

- |  |   |   |
|--|---|---|
| <input type="radio"/> You prefer to do business in person            | <input type="radio"/> To avoid late payment charges | <input type="radio"/> To avoid disconnect |
| <input type="radio"/> To request reconnection or reestablish service | <input type="radio"/> To avoid postage costs        | <input type="radio"/> Other _____         |
| <input type="radio"/> Location                                       | <input type="radio"/> Convenience                   |   |

When you visited the Duke Energy Payment Center, please indicate how you made your payment

How many visits did it take you to complete your payment ☐ 1 ☐ 2 ☐ 3 ☐ 4 or more

What time of the day did you visit the payment center?

- |                                |                                    |                                   |
|--------------------------------|------------------------------------|-----------------------------------|
| <input type="radio"/> 8am-10am | <input type="radio"/> 10am-12 noon | <input type="radio"/> 12 noon-2pm |
| <input type="radio"/> 2pm-5pm  | <input type="radio"/> After 5pm    |                                   |

How many times have you visited a Duke Energy Payment Center in the past 12 months?

- |                             |                             |                                  |
|-----------------------------|-----------------------------|----------------------------------|
| <input type="radio"/> 1-3   | <input type="radio"/> 4-6   | <input type="radio"/> 7-12       |
| <input type="radio"/> 13-18 | <input type="radio"/> 19-24 | <input type="radio"/> 25 or More |

How satisfied were you with the convenience of paying your bill at the Duke Energy Payment Center?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How long did it take you to pay your bill?

- |  |                                     |                                     |                                       |
|--|-------------------------------------|-------------------------------------|---------------------------------------|
| <input type="radio"/> Under 10 minutes | <input type="radio"/> 10-15 minutes | <input type="radio"/> 16-20 minutes | <input type="radio"/> Over 20 minutes |
|--|-------------------------------------|-------------------------------------|---------------------------------------|

How satisfied were you with the amount of time?

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thinking about the Duke representative you worked with at our payment center please indicate how satisfied you were that he/she...

- |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Dissatisfied     | Dissatisfied          | Neither               | Satisfied             | Very Satisfied        | Does Not Apply        |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...listened to you?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

More on Back

What is your overall level of satisfaction with the service you received at the Duke Energy Payment Center?

Very Dissatisfied    Dissatisfied    Neither    Satisfied    Very Satisfied    Does Not Apply

☐    ☐    ☐    ☐    ☐    ☐

Would you like a Duke Energy Representative to contact you?    ☐ Yes    ☐ No

Phone Number: \_\_\_\_\_ Name: \_\_\_\_\_

Thinking about the bill you receive each month from Duke Energy, how satisfied are you that...

Very Dissatisfied    Dissatisfied    Neither    Satisfied    Very Satisfied    Does Not Apply

...your meter reader makes a good effort to read your meter on a monthly basis?

☐    ☐    ☐    ☐    ☐    ☐

What is your overall level of satisfaction with your Duke Energy meter reader?

☐    ☐    ☐    ☐    ☐    ☐

...the bill is easy to understand?

☐    ☐    ☐    ☐    ☐    ☐

If your bill was not easy to understand, please explain why: \_\_\_\_\_

Over the past 12 months, which Duke Energy bill payment method do you prefer to use most often?

- ☐ eBill/online bill payment    ☐ Mail in payment    ☐ Pay in person (Duke Payment Center)
- ☐ Bank Draft (Automatic Payment Plan/Bill Payer 2000)

Thinking about the payment method that you most often how satisfied are you that...

Very Dissatisfied    Dissatisfied    Neither    Satisfied    Very Satisfied

...your monthly payments are accurately applied to your account?

☐    ☐    ☐    ☐    ☐

Thinking about Duke Energy as a company, using a scale of 1 to 10, with a 1 being Unacceptable, 5 being Average and 10 being Outstanding, how would you rate Duke Energy on...

Unacceptable    1    2    3    4    Average    5    6    7    8    9    Outstanding    10

...the value of service for the amount of money you pay?

☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐

...your overall customer service experience?

☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐

...Overall how would you rate Duke Energy as a provider of services to your home?

☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐

Finally, the following questions are for classification purposes only and will not be used for any other purpose than to help Duke Energy continue to improve its customer service. Please select the category that best describes your situation.

What is your age?

- ☐ 18-34    ☐ 35-49    ☐ 50-59
- ☐ 60-64    ☐ 65-74    ☐ Over 74

THANK YOU FOR YOUR RESPONSES!



To Our Valued Customer:

Installing new services for our customers is one of the most important things we do at Duke Energy. We recently completed a new service installation project for you, and we want your feedback. Our goal is to improve the new service installation process, and your input is extremely valuable.

Please take a few minutes to complete this survey on your recent new service installation project with Duke Energy. The location of the new service we installed for you is printed beneath your name and address for your reference when completing the survey. A postage-paid envelope is enclosed for returning the survey.

*(If you are not the person most familiar with Duke Energy's performance on this project, please forward this survey to the appropriate individual in your organization.)*

Thank you for completing the survey. Your opinions are very important to us.

If you have any questions about the survey, please contact John Kappesser at (513) 287-1774.

Sincerely,

A handwritten signature in black ink that reads "John Kappesser".

John Kappesser

Customer Satisfaction Manager

Sowder & Sullivan Cust Homes  
PO Box 11597  
Cincinnati OH 45211-0597



To our Valued Customer:

As a builder or developer, you are an important Duke Energy customer. We value your input in Duke Energy's ongoing quality improvement process. The information you provide will help us to serve you better in the future. Please take a few minutes to complete this survey on your recent New Service Installation Project with Duke Energy, and return the survey in the postage-paid envelope.

Thank you for your help.

John Kappesser  
Customer Satisfaction Manager

GAS-5968 WEST FORK RD-WHITE OAK-SOWDER & SULLIVAN-LOT# 2

MARKING INSTRUCTIONS: Completely darken appropriate circle or skip question if not applicable. Correct: ● Incorrect: ○ ⊗ ⊘

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
When you called Duke Energy to make your service request, how satisfied were you with the ease of determining who to call at Duke Energy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What phone number did you call to make your service request?	<input type="radio"/> Local office number (Office Coordinator) <input type="radio"/> Customer Service phone number (513) 421-9500 <input type="radio"/> Do not know				
<input type="radio"/> New gas/electric installation number (513) 651-0444					
<input type="radio"/> The direct number of an Engineer or Project Coordinator					
Once you contacted a representative at Duke Energy, how satisfied were you that the representative...	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
...was easy to reach?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...was courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...listened to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...returned your phone calls in a timely manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...clearly communicated what steps you needed to complete?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied were you with the Duke Energy representative who handled your initial request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How many phone calls to Duke Energy did you make to initiate your service request?	1	2	3	4 or more	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
How satisfied are you with this number of calls to initiate your request?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Less than 2 minutes	2-3 minutes	4-6 minutes	7-9 minutes	More than 10 minutes
Overall, how long were you on the phone making your service request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied were you with the length of time you spent on the phone making your request?	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how satisfied were you with the process of initiating your service request?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What could Duke Energy do differently to make it easier for you to initiate your service request?					

If no electric/gas crews or contractors were required, please skip to Section III.

Most of your work was completed by...						
		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
How satisfied were you that Duke Energy's field crews or contractors...	Electric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...were courteous?	Electric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...were knowledgeable?	Electric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...listened to you?	Electric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...displayed a sense of urgency in getting your job completed?	Electric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...treated your property with respect?	Electric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MWE

More on Back





### Section III: Overall Rating of Service Request Completion

How many working days did it take the crews/contractors to complete the installation once the required paperwork was obtained? (Service applications, inspections, releases, permits, fees, prepaid charges, etc.)		1 Day	2 Days	3 Days	4-5 Days	6 Days or More
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with the length of time it took the crews to <u>begin</u> the installation?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with the length of time it took the crews to <u>complete</u> the installation?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you that Duke Energy's field crews or contractors were safety conscious at your job site?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with the <u>quality</u> of the work of Duke Energy's field crews or contractors at your site?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with Duke Energy's inspection of the work at your site?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with your local government's inspection process?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied were you with the work at your site by Duke Energy's field crews or contractors <u>overall</u> ?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What could Duke Energy do differently to improve the work by Duke Energy's field crews or contractors?

### Section IV: Overall Rating of Service Request Completion

How satisfied were you, <u>overall</u> , with the process of completing your service request from the time you made your initial request until it was completed in the field?		Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Electric		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Additional Comments Regarding the New Service Installation Process:

NR.MWE

010713

The following images were scanned as received

**Online Services Residential Survey**

Simply answer the questions and click the "Next" button in the lower left-hand corner of your screen. When you have reached the end of the surveys, click "Submit" to send your answers.

How did you learn about the Online Services section of Duke-Energy.com? Check all that apply.

Brochure in the mail  
 Bill insert  
 Duke-Energy.com  
 Customer Service Representative  
 Message on my energy bill  
 Friend/Relative/Co-worker  
 Other

If other, please explain

For what reason(s) do you use Duke Energy's Online Service? Check all that apply.

Pay my electric bill  
 Information about my electric bill (amount due & due date)  
 Payment history  
 Turn service on or off  
 Information about my electric usage  
 Other

If other, please explain

How frequently do you visit Online Services?

About once a week  
 About once a month  
 Quarterly  
 Yearly  
 Other

If other, please explain

Recalling your experience when signing up for Online Services, please indicate how satisfied you were with...

...locating where to register and sign in to Online Services.  
 ...the instructions being clearly stated and easily understood.  
 ...finding the answers to your questions within the Online Services section.  
 ...the ability to find information you want within Online Services  
 ...the quality of information on this site.  
 ...the amount of time involved in registering for Online Services.  
 ...the overall process of registering for Online Services.

Did you use Online Services rather than contact Duke Energy by phone or in person?



Yes  
No

If no, please explain why.

Have you called a Duke Energy Customer Service Representative for additional assistance regarding Online Services?

Please explain why you have contacted a Duke Energy Customer Service Representative.

Thinking about the Duke Energy Customer Service Representative who was most responsible for handling your questions/concerns, please indicate how satisfied you were that the Representative...

....had sufficient knowledge.

...had the ability to answer your questions or resolve your problem on the first call.

...demonstrated personal care and concern.

...Overall, how satisfied were you with the Duke Energy Customer Service Representative who handled your questions/concerns?

How many phone calls did you make to resolve your questions/concerns?

One  
Two  
Three  
Four or more

How do you currently pay your energy bill(s)?

Online through Duke Energy's e-Bill program  
Online bill payment through my bank  
Online with another web site  
I do not pay my bills online

Recalling your experiences when signing up for our e-Bill program, please indicate how satisfied you were with...

...finding your way to the e-Bill registration within Online Services.

...instructions that were clearly stated and easily understood.

...the amount of time involved in signing up for e-Bill.

Overall, how satisfied were you with the process of signing up for the e-Bill program?

Very Dissatisfied  
Dissatisfied  
Neutral  
Satisfied  
Very Satisfied  
Does Not Apply

Regarding our e-Bill program, please indicate how satisfied you are with...

- ...the convenience of the program.
- ...the ease of paying your energy bill.
- ...the amount of time involved in paying your energy bill.
- ...the accuracy of payments applied to your account.

Please indicate your overall level of satisfaction with our e-Bill program.

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied
- Does Not Apply

What is your overall level of satisfaction with the Online Services section of Duke-Energy.com?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied
- Does Not Apply

When needing customer service information in the future, will you be likely to use Online Services before calling?

- Yes
- No

If no, please explain why?

Would you recommend Online Services to someone else?

- Yes
- No

If no, please explain why?

How could Online Services be improved to better serve your needs?

What other features could we add to Online Services to be more beneficial to you?

How do you prefer learning about other online programs/offerings?

- Insert in my energy bill
- Duke-Energy.com Web site
- Customer Service Representative
- Radio
- TV
- Newspaper
- Magazine

E-mail  
Brochure  
Direct Mail  
Other

If other, please explain:

Please provide us with any additional comments that you would like to share about our e-Bill program.

Optional: The following questions are for classification purposes only and will not be used for any other purpose than to help us continue to improve our customer service. Please select the category that best describes your situation.

Please rate your level of experience using the Internet. (Select one)

Beginner  
Casual user  
Regular user  
Expert

How are you usually connected to the Internet when visiting Online Services?

Dial-up  
DSL (Telephone company)  
Cable modem (Cable company)  
Work network  
School network  
Other  
Don't know

If other, please explain

Please select your age group.

18-34  
35-49  
50-59  
60-64  
65-74  
Over 74

Please select the highest level of education that you have attained.

Some high school  
High school graduate or equivalent  
Some college or vocational/technical school  
College graduate  
Post-graduate degree

Please select your gender.

Male

Female

Exhibit CUC-5

## E-Mail Survey

C:\Documents and Settings\ne0247\My Documents\SS1 Web Studies\email\Temp\TempWeb2.htm - Microsoft Internet Explor...

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Print

Address <C:\Documents and Settings\ne0247\My Documents\SS1 Web Studies\email\Temp\TempWeb2.htm> Go Links

**Duke Energy.**

Simply answer the questions and click the "Next" button in the lower left-hand corner of your screen.

Please select the category that best represents the reason you emailed Duke Energy:

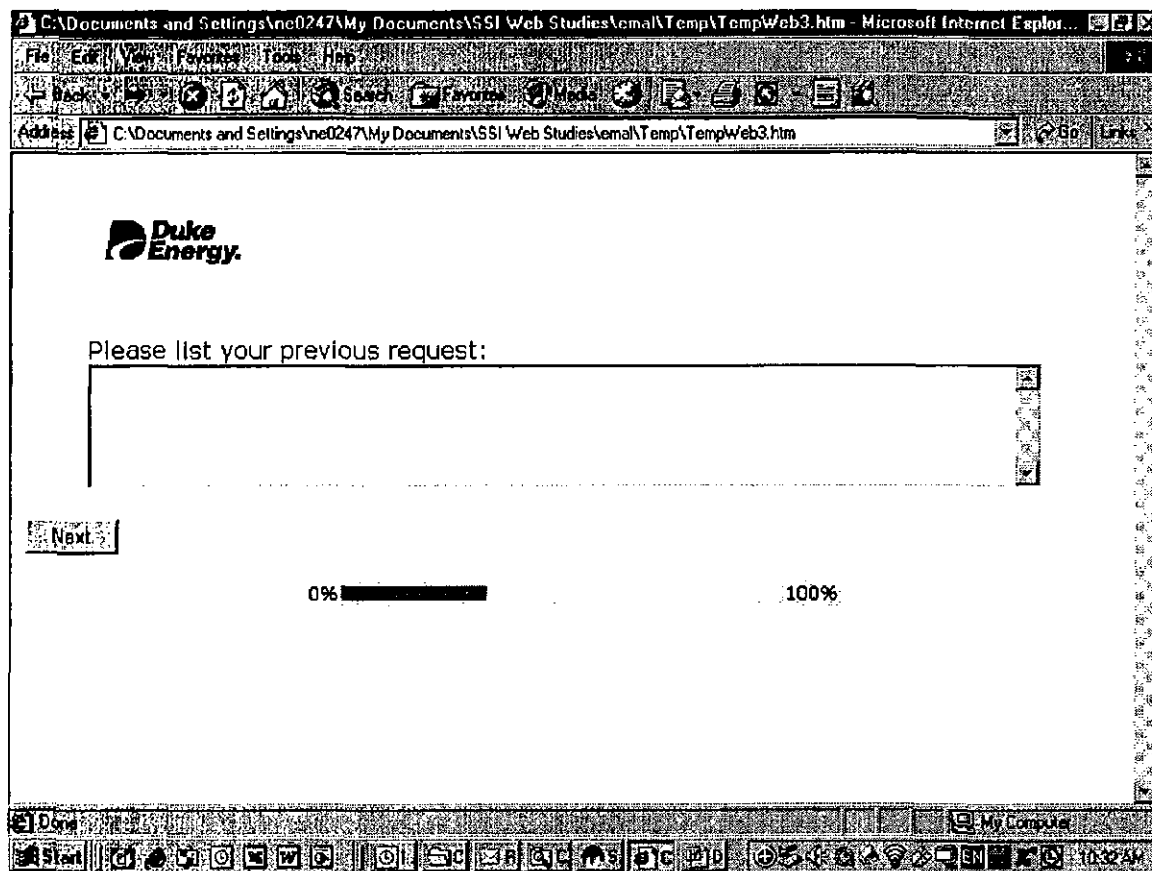
- ☐ Request help with Online Services (sign-on, password, etc.)
- ☐ eBill Related Question
- ☐ Change/Inquire about account information
- ☐ Billing Related (Amount due, high bill, due date, etc.)
- ☐ Follow-up to a previous request or inquiry on the phone, website or automated phone system
- ☐ Other:

**Next**

0% 100%

Start My Computer

10:30 AM



C:\Documents and Settings\ne0247\My Documents\SSI Web Studies\email\Temp\TempWeb4.htm - Microsoft Internet Explor...

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Made

Address C:\Documents and Settings\ne0247\My Documents\SSI Web Studies\email\Temp\TempWeb4.htm Go Links

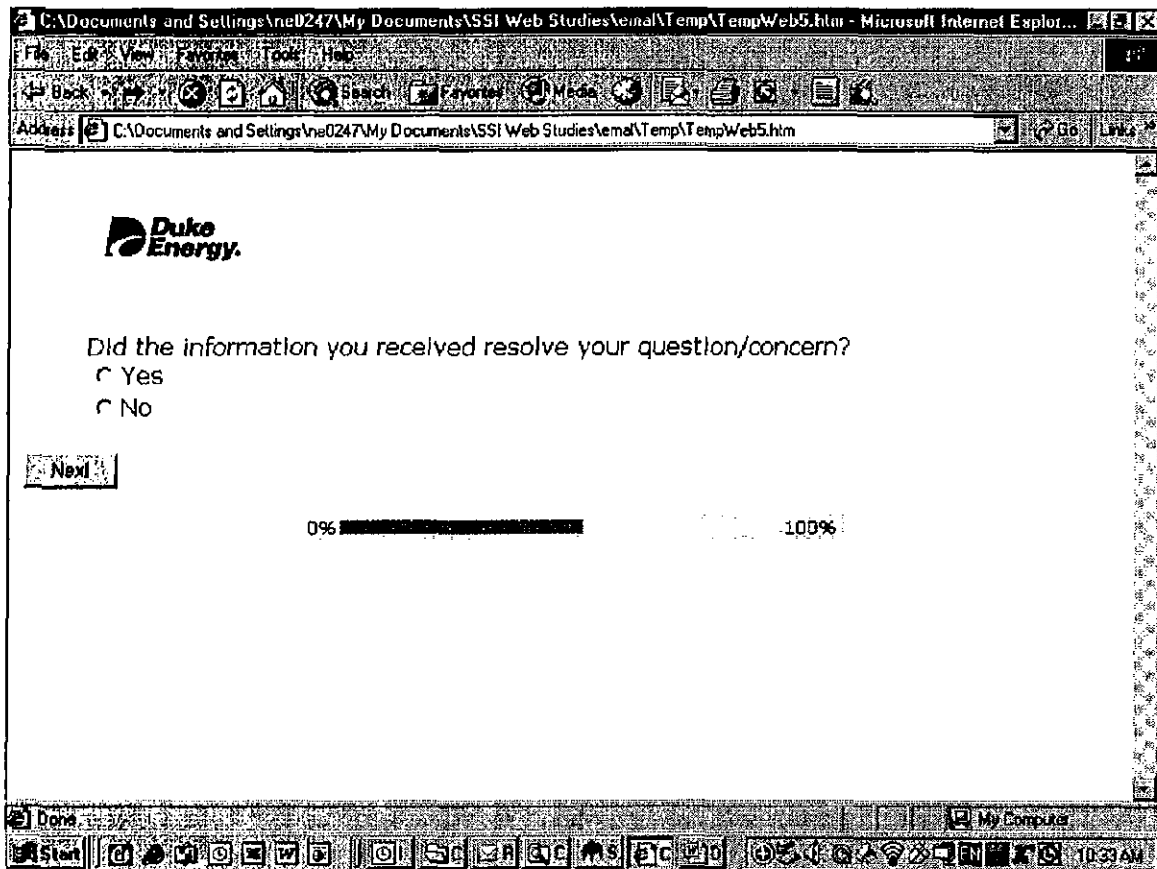
**Duke Energy.**

Thinking about the response you received from the Duke Energy representative regarding your email contact, how satisfied were you...

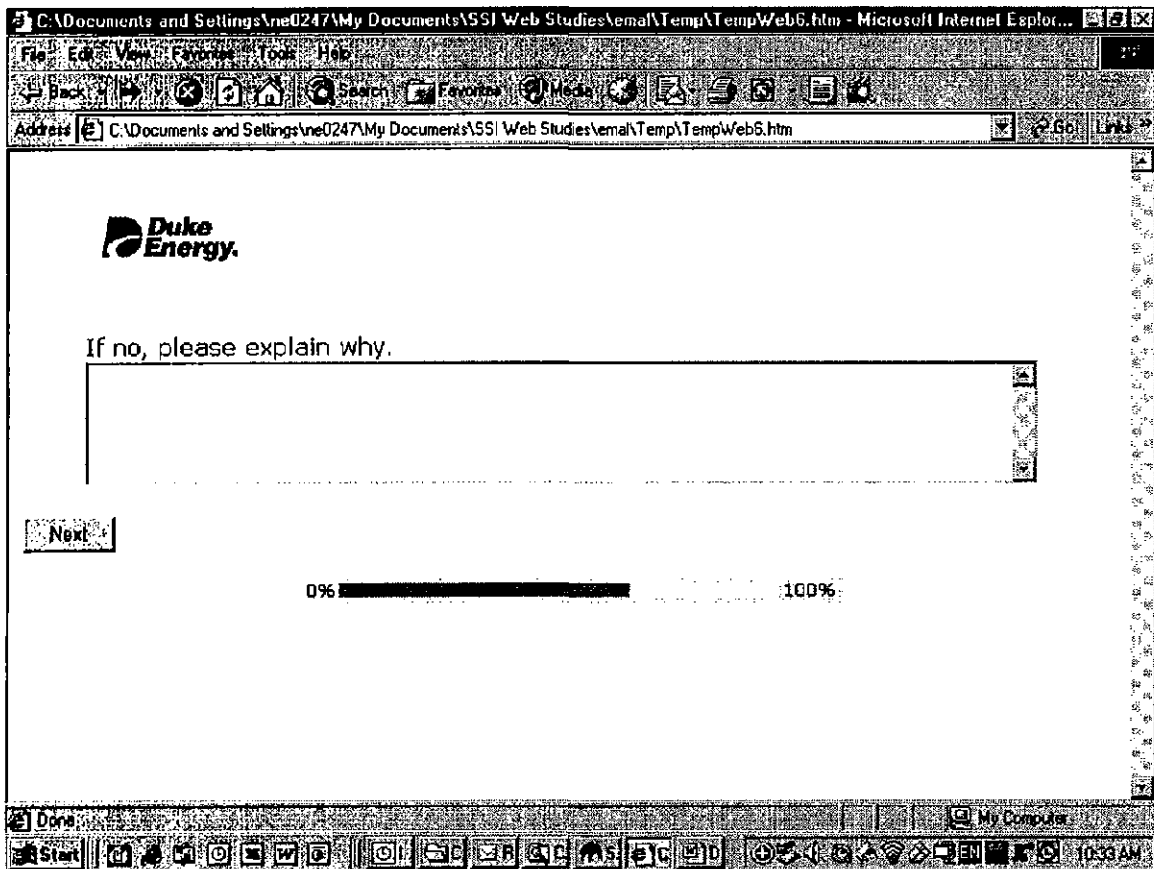
.... with the length of time it took to receive an answer from a representative regarding your question/concern?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

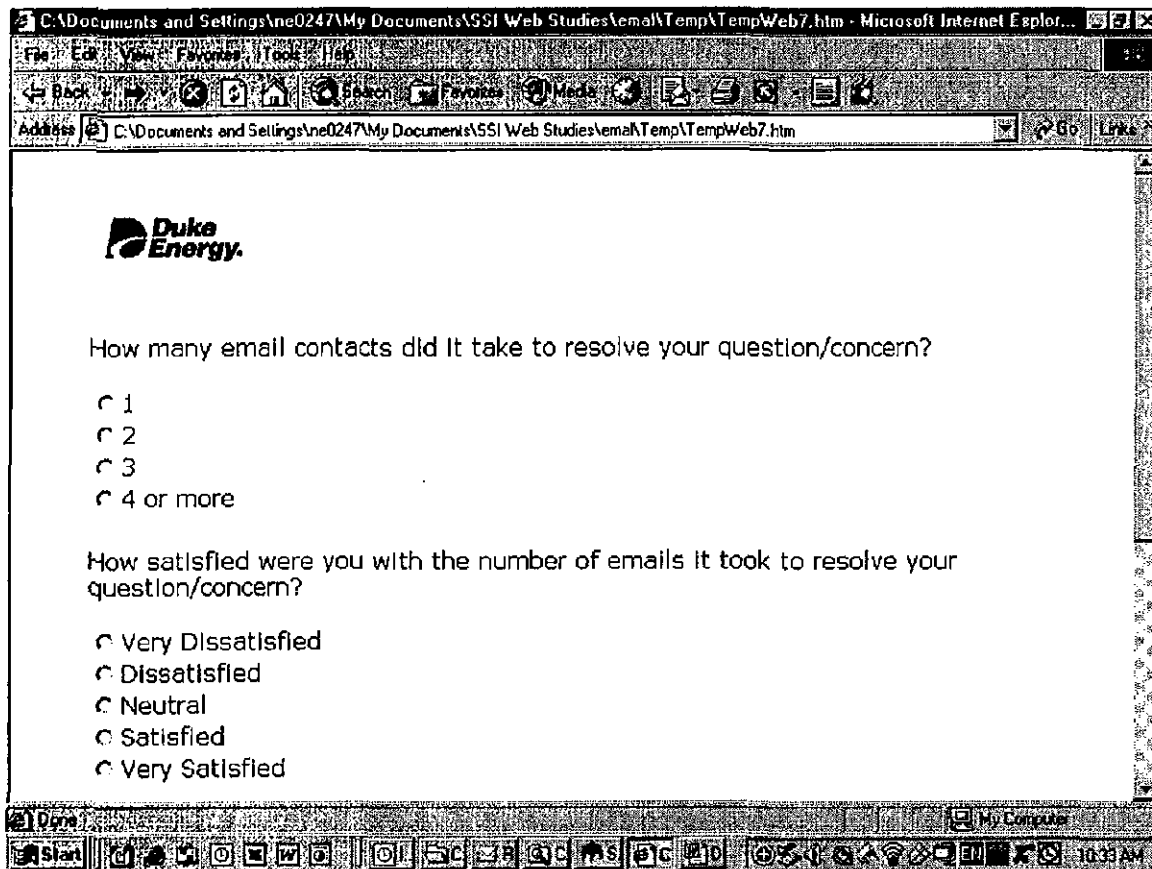
Next

Done My Computer 10:32 AM









C:\Documents and Settings\ne0247\My Documents\SSI Web Studies\ema\Temp\TempWeb7.htm - Microsoft Internet Explorer...

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address C:\Documents and Settings\ne0247\My Documents\SSI Web Studies\ema\Temp\TempWeb7.htm Go Links

question/concern?

☐ Very Dissatisfied

☐ Dissatisfied

☐ Neutral

☐ Satisfied

☐ Very Satisfied

What is your overall level of satisfaction with the way Duke Energy handled your question/concern?

☐ Very Dissatisfied

☐ Dissatisfied

☐ Neutral

☐ Satisfied

☐ Very Satisfied

Next

0% 100%

Done

Start

My Computer

10:34 AM

## All 2006 Complaints & Inquiries Received by Customer Service Support

The table below represents the complaints handled by Customer Service Support; therefore, the number of complaints reported by the Commissions may differ from the numbers reflected below.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2006	2005
<b>Commission Complaints OH &amp; KY</b>														
PUCO, PUCO Hotline	37	59	68	164	51	80	82	213	73	253	69	54	848	481
KYPSC	4	4	4	17	5	9	12	26	6	72	4	5	79	68
Total Other Complaints	19	13	17	18	19	27	31	28	33	36	33	16	299	236
Total Inquires	68	43	74	135	64	115	104	213	95	231	75	67	959	1124
<b>Total Complaints &amp; Inquiries</b>	<b>128</b>	<b>119</b>	<b>163</b>	<b>300</b>	<b>139</b>	<b>231</b>	<b>229</b>	<b>509</b>	<b>207</b>	<b>484</b>	<b>181</b>	<b>142</b>	<b>2185</b>	<b>1909</b>
<b>Commission Complaints IN</b>														
IURC	9	5	5	9	9	10	16	36	8	24	15	20	133	72
Total Other Complaints	18	12	10	20	18	40	12	71	13	56	20	16	221	182
Total Inquires	5	4	2	7	3	12	7	22	15	36	10	19	114	25
<b>Total Complaints &amp; Inquiries</b>	<b>32</b>	<b>21</b>	<b>17</b>	<b>40</b>	<b>30</b>	<b>62</b>	<b>35</b>	<b>129</b>	<b>36</b>	<b>116</b>	<b>45</b>	<b>55</b>	<b>468</b>	<b>279</b>
<b>All Commissions Total</b>													<b>2653</b>	<b>2188</b>

## 2006 Complaints Received from the PUCO

The table listed below contrasts the 2005 and 2006 December data by customer complaint category.

Inquiry/Complaint Category	Duke OH		% Dec 06
	Dec-05	Dec-06	
Billing	14	14	25.93%
Credit	18	25	46.30%
Electric Trouble	2	5	9.26%
Gas Trouble	2	1	1.85%
Marketing	0	1	1.85%
Meter Reading	4	2	3.70%
Miscellaneous	1	3	5.56%
Rates	1	2	3.70%
Service Order	1	1	1.85%
Totals	43	54	100.00%

# Results of Customer Inquiries/Complaints Received from Various

1/1/2006 - 12/31/06

<i>MONTH</i>	<i>TOTAL</i>	<i>Completed in 1 Day</i>	<i>Completed in 2 Days</i>	<i>Completed in 3 Days</i>
1	162	96.30%	98.15%	98.77%
2	140	96.43%	98.57%	99.29%
3	184	92.39%	97.28%	98.37%
4	173	90.75%	95.95%	95.95%
5	293	91.81%	97.27%	97.61%
6	263	92.40%	97.34%	97.34%
7	260	88.85%	94.23%	97.69%
8	264	90.91%	94.32%	95.83%
9	237	94.51%	97.89%	97.89%
10	309	91.91%	96.44%	97.41%
11	225	91.56%	95.56%	97.33%
12	197	93.91%	96.95%	98.48%
<i>Total</i>	2707	92.64%	96.66%	97.66%

Monday, January 08, 2007

Page 1 of 1

**Customer Care:**

35

**•Professional greeting and closing**

- Open with "Good morning, afternoon, evening," give name to personalize the conversation
- Close with a professional statement (ex. Have a great day, thank you for calling, enjoy your new home, have fun on your vacation)

Yes

**•Provide respectful and friendly service**

- Address the customer politely and professionally and demonstrate a willingness to help by applying good listening and soft skills.
- Avoid negative and demanding phrases
- Avoid interrupting the caller

Yes

**•Respond appropriately**

- Apologize for actual errors
- Express empathy for the customer's situation
- Acknowledge customer comments

Yes

**•Manage the call**

- Pace call well using appropriate rate of speech and manage the conversation to maintain a business focus

Yes

- Use proper hold procedure

**•Use proper grammar**

- Avoid jargon and slang
- Use grammatically correct statements
- Avoid placing blame or disassociation with the company (ex. They make me...)

Yes

**•Make the interaction easy for the customer**

- Avoid making the customer take any unnecessary steps or provide any unnecessary information in order to receive the service or assistance requested.

Yes

**Address the Customer's Need**

35

**•Correctly identify the customer need**

- Ask questions relevant to customer request

Yes

**•Use empowerment appropriately**

- Demonstrate flexibility by focusing on what we CAN do to assist. Present options.

Yes

**•Provide complete and accurate information**

- Quote standard delivery times
- Quote any relevant charges and key dates
- Communicate what to expect on upcoming bills or other correspondence

Yes

**•Completed transaction and/or any follow up work required**

- Submit orders
- Send messages to appropriate department using the correct tools
- Enter necessary documentation to ensure requested work is completed

Yes

**•Summarized information**

- Review what, when and where to confirm correct understanding of actions to be taken

Yes

**Protect company assets & support business objectives**

35

**•Obtain/verify key customer/location information**

- Obtain or verify location and alternate phone numbers
- Obtain or verify account holder and/or caller social security number
- Obtain or verify account holder date of birth
- Obtain directions if applicable

Yes

**•Offered/promoted applicable products and services**

- Actively promote FPP during campaigns
- Offer programs applicable to the call (Due date deferral, EPP, Draft, Ebill)
- Offer speedpay

Yes

- Promote the IVR and/or web when applicable to the call

**•Avoid repeat or unnecessary repeat calls and field trips**

- Address the underlying need (ex. Customer asks about deposit amounts, lead them through the application process, customer asks about cost of particular appliance, recognize and assist with high bill concern)

Yes

- Share all pertinent information with customer

- Honor commitment

**•Adhere to legal/ auditing or company documentation requirements**

- Document team lead or supervisor approval for waiving fees
- Review verbal disconnect notice on deferred payment arrangements

Yes

Ensure accounts are properly secured

Enter credit block(MW), repeat outages, log call type

Total Possible points

105

Total Points earned

105

**Evaluation Score**

100.00%

Midwest - OH & KY Contact Channels Report					
	IVR	Web	E-Mail	Walk-In	Live Voice
Jan	85551	79139	6842	40005	352800
Feb	63644	65959	5637	38126	298783
Mar	63709	66408	6625	41315	351609
Apr	57090	61572	5786	36023	343655
May	64356	66370	6529	40397	412024
Jun	68635	86846	7385	37031	388164
Jul	72250	123603	6603	35804	364082
Aug	74343	97591	7644	38654	382153
Sep	75038	89970	7070	36094	334006
Oct	87170	97473	8149	39977	372915
Nov	83633	97981	6361	35537	337498
Dec			6119		0
YTD 2006	795419	932912	80750	418963	3937689



C. G. &amp; E. Co.

**New Service Contact Center Stats 2006**

	Calls Received	Calls Answered	Calls Abandoned	Abandoned Rate	Avg. Speed of Answer (Seconds)	Service Level %
January	6,958	6,881	77	1.1%	16	80.68%
February	6,728	6653	75	1.1%	15	82.48%
March	7,324	7247	77	1.1%	11	87.65%
April	6,654	6570	84	1.3%	15	82.29%
May	7,720	7648	72	0.9%	14	83.55%
June	8,192	8056	136	1.7%	17	80.79%
July	7,169	7046	123	1.7%	21	76.90%
August	8,062	7966	96	1.2%	14	83.84%
September	7,416	7333	83	1.1%	15	84.04%
October	7,802	7624	178	2.3%	23	76.83%
November	6,533	6382	151	2.3%	24	72.88%
December	5,135	5030	105	2.0%	23	69.24%
Totals	85,693	84,436	1,257	1.5%	17	80.42%

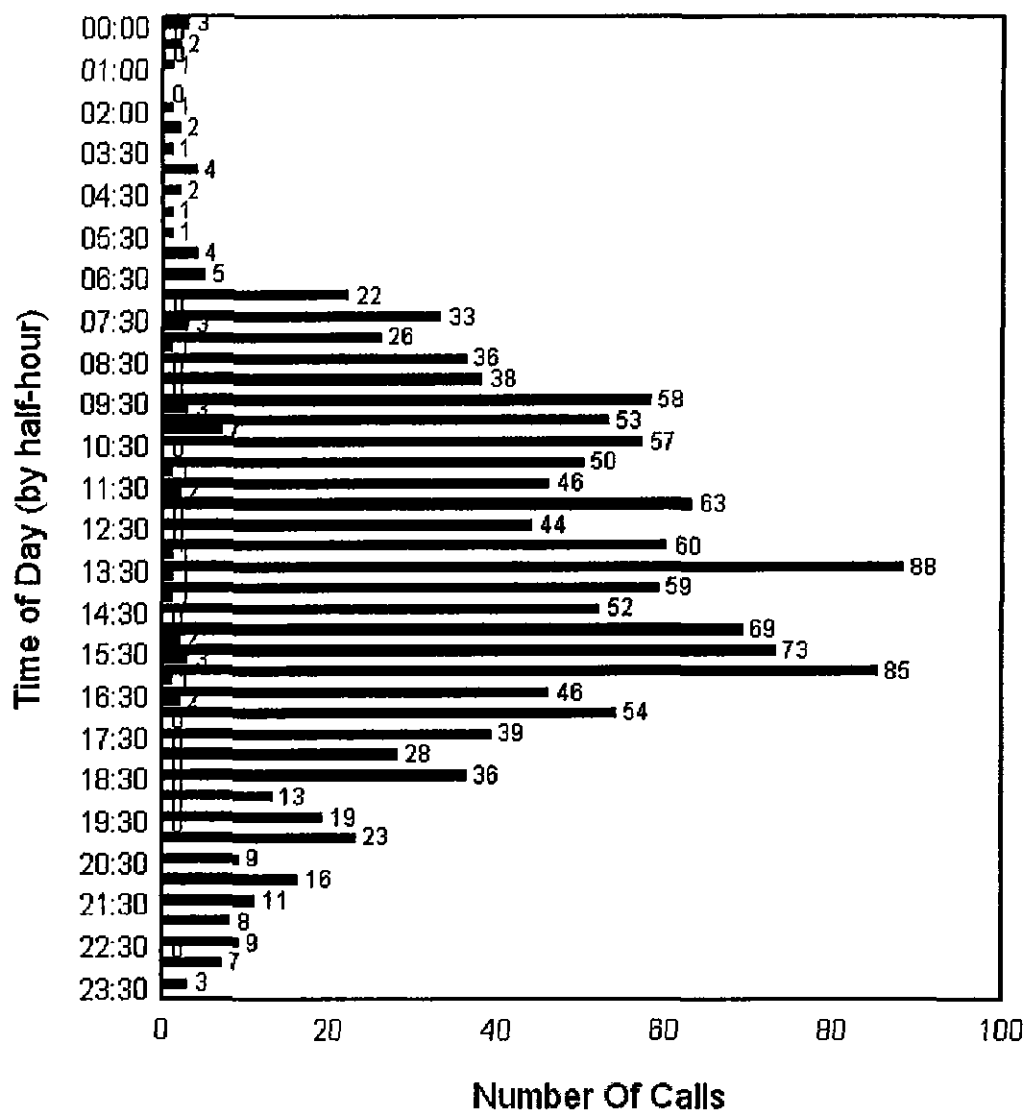
# Cinergy East

## Call Profile (Detail)

Thursday, December 14, 2006

**Description:** This Daily Profile Report charts incoming calls received by applications during each half-hour segment of a day. This report uses the Call Detail with Applications view and sorts by half hour.

## Handled versus Abandoned



Time of Day	Number of Calls		Average	Longest	Percent	Number	Average	Longest
Half Hour Starting at	Offered	Handled	Speed of Answer	Wait Before Handled	Service Level	of Calls Abandoned	Wait Before Abandon	Wait Before Abandon
Midnight	3	3	00:00:00	00:00:02	100.0	0	00:00:00	00:00:00
12:30 AM	2	2	00:00:03	00:00:04	100.0	0	00:00:00	00:00:00
1:00 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
1:30 AM	0	0	00:00:00	00:00:00	0.0	0	00:00:00	00:00:00
2:00 AM	1	1	00:00:02	00:00:02	100.0	0	00:00:00	00:00:00
3:00 AM	2	2	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
3:30 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
4:00 AM	4	4	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
4:30 AM	2	2	00:00:00	00:00:01	100.0	0	00:00:00	00:00:00
5:00 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
5:30 AM	1	1	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
6:00 AM	4	4	00:00:01	00:00:06	100.0	0	00:00:00	00:00:00
6:30 AM	5	5	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
7:00 AM	22	22	00:00:21	00:02:05	54.5	0	00:00:00	00:00:00
7:30 AM	36	33	00:00:30	00:02:30	41.7	3	00:00:57	00:01:45
8:00 AM	27	26	00:00:13	00:01:20	74.1	1	00:00:51	00:00:51
8:30 AM	36	36	00:00:26	00:04:52	83.3	0	00:00:00	00:00:00
9:00 AM	38	38	00:00:03	00:01:19	94.7	0	00:00:00	00:00:00
9:30 AM	61	58	00:00:04	00:00:37	85.2	3	00:00:39	00:01:01
10:00 AM	60	53	00:00:29	00:03:24	48.3	7	00:01:47	00:06:55
10:30 AM	57	57	00:00:22	00:07:44	82.5	0	00:00:00	00:00:00
11:00 AM	51	50	00:00:03	00:00:38	92.2	1	00:00:26	00:00:26
11:30 AM	48	46	00:00:10	00:01:26	79.2	2	00:00:41	00:00:59
Noon	63	63	00:00:11	00:03:00	84.1	0	00:00:00	00:00:00
12:30 PM	44	44	00:00:05	00:01:00	88.6	0	00:00:00	00:00:00
1:00 PM	61	60	00:00:05	00:00:36	85.2	1	00:00:27	00:00:27
1:30 PM	89	88	00:00:09	00:01:10	80.9	1	00:00:46	00:00:45
2:00 PM	60	59	00:00:05	00:00:51	86.7	1	00:00:30	00:00:30
2:30 PM	52	52	00:00:05	00:01:20	90.4	0	00:00:00	00:00:00
3:00 PM	71	69	00:00:14	00:02:29	76.1	2	00:00:30	00:00:33
3:30 PM	76	73	00:00:07	00:00:57	78.9	3	00:00:53	00:01:12
4:00 PM	86	85	00:00:08	00:01:10	79.1	1	00:00:29	00:00:29
4:30 PM	48	46	00:00:06	00:00:52	83.3	2	00:00:40	00:00:47
5:00 PM	54	54	00:00:03	00:00:36	94.4	0	00:00:00	00:00:00
5:30 PM	39	39	00:00:11	00:01:06	74.4	0	00:00:00	00:00:00
6:00 PM	28	28	00:00:05	00:00:38	89.3	0	00:00:00	00:00:00
6:30 PM	36	36	00:00:10	00:00:40	72.2	0	00:00:00	00:00:00
7:00 PM	13	13	00:00:00	00:00:03	100.0	0	00:00:00	00:00:00
7:30 PM	19	19	00:00:00	00:00:03	100.0	0	00:00:00	00:00:00
8:00 PM	23	23	00:00:07	00:01:08	91.3	0	00:00:00	00:00:00
8:30 PM	9	9	00:00:03	00:00:32	88.9	0	00:00:00	00:00:00
9:00 PM	16	16	00:00:33	00:02:23	62.5	0	00:00:00	00:00:00
9:30 PM	11	11	00:00:00	00:00:01	100.0	0	00:00:00	00:00:00
10:00 PM	8	8	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00
10:30 PM	9	9	00:00:00	00:00:03	100.0	0	00:00:00	00:00:00
11:00 PM	7	7	00:00:00	00:00:01	100.0	0	00:00:00	00:00:00
11:30 PM	3	3	00:00:00	00:00:00	100.0	0	00:00:00	00:00:00

System Total	1,368	1,360	00:00:10	00:07:44	81.4	28	00:00:58	00:06:55
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#### Filters Applied:

Relative Date: None  
 Start Date: 12/14/2006  
 End Date: 12/14/2006  
 Relative Time: None  
 Start Time: Midnight  
 End Time: 11:59:59PM  
 Application Number(s): 102-102, 104-104, 120-120, 315-315, 321-321, 322-322, 381-381, 382-382, 395-395, 112-112, 66-66, 107-107, 111-111, 114-114, 204-204,  
 Feature Selections: ~~102-102, 104-104, 120-120, 315-315, 321-321, 322-322, 381-381, 382-382, 395-395, 112-112, 66-66, 107-107, 111-111, 114-114, 204-204~~  
 Data Source Name: AspectCC

## Availability by Employee

Exhibit CUC-14

12/1/2006 to 12/31/2006

No filters used.

Employee Group: OTHER

Employee: King, Victoria

Date	Start	Stop	Scheduled	Signed In	Compliance	Signed In % ((Signed In/Scheduled) * 100)	Compliance % ((Compliance/Scheduled) * 100)
12/1/2006	+ 0:07:28	- 0:04:15	8:30:00	8:37:56	8:25:45	102	99
12/11/2006	+ 0:07:43	- 0:04:52	8:30:00	9:19:08	8:24:50	110	99
12/12/2006	+ 0:14:24	- 0:03:59	3:45:00	3:57:18	3:41:01	105	98
12/13/2006	+ 0:08:32	- 0:03:51	8:30:00	8:42:47	8:25:56	103	99
12/14/2006	+ 0:06:56	- 0:03:32	7:15:00	7:25:33	7:10:08	102	99
12/15/2006	+ 0:06:53	- 0:03:58	8:30:00	8:35:54	8:26:02	101	99
12/18/2006	+ 0:08:26	- 0:13:42	5:25:00	5:25:31	5:10:54	100	96
12/19/2006	+ 0:07:41	+ 0:15:19	1:00:00	1:09:11	1:00:00	115	100
12/20/2006	+ 0:03:44	- 0:03:32	4:00:00	4:04:51	3:56:28	102	99
12/21/2006	+ 0:08:54	- 0:03:55	2:29:00	2:41:28	2:25:05	108	97
12/22/2006	+ 0:07:29	- 0:03:33	2:15:00	5:48:21	2:11:27	258	97
Avg of 11	+ 0:08:01	- 0:03:05	5:28:05	5:58:54	5:23:25	109	99
Total of 11	+ 01:28:10	- 00:33:50	60:09:00	65:47:58	59:17:36	109	99

\* Schedule crosses midnight

NA (Not applicable or not available)

Aspect - Workforce Management Software

**Exhibit CUC-15**

[illegible]













DUKE ENERGY  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION  
GAS ENGINEERING

SFR Reference: Chapter II(B)(9)(a)(i,ii,viii,ix), Chapter II (B)(9)(e)(vii)

I. Policy and Goal Setting

Gas Engineering supports the corporate policies and objectives through department directives, procedures and practices.

The goals of Gas Engineering are designed to support the business plans of Gas Operations and the US Franchised Electric & Gas (US Franchised E&G). Refer to Exhibits CGO-2 and CGO-3 for copies of the goals and objectives for Gas Operations.

Annually, the General Manager of Gas Engineering meets with the supervisory staff of Gas Engineering to develop a work plan to support the business plans of Gas Operations and the US Franchised E&G. Through a participative process, individual and team goals are developed. These goals are provided to the Senior Vice President of Gas Operations for incorporation into the US Franchised E&G's business plan.

Gas Engineering goals are published to make all employees aware of the department expectations. To assure continuous attention to the team and individual goals, departmental goals become part of the annual key performance appraisal process for department employees.

The General Manager, Manager and the supervisors of Gas Engineering periodically review goals. Staff meetings are held regularly, to review progress of work plans. When problems are identified, corrective actions are established and target deadlines are set.

Gas Engineering, in conjunction with the other operating areas of Gas Operations, including the Senior Vice President, are responsible for the development of practices, policies and procedures for the installation, operation and maintenance of gas facilities. These practices, policies and procedures are reported in the Gas Operations Standards Manual for Design, Construction, System Operations and Maintenance.

Gas Engineering is responsible for maintaining, revising and updating the Gas Operations Standards Manual for Design, Construction, System Operations and

Maintenance. This includes keeping all employees within Gas Operations informed of all changes in policies, practices and procedures.

Contractor Construction Management is responsible for the inspection and supervision of gas facility installation, replacement and street improvement projects that are completed by contractor workforces.

## II. Strategic Planning

Strategic planning is accomplished at the officer level and is used to develop the US Franchised E&G business plan. The goal and budgeting processes support strategic direction, as follows:

- A strategic plan has been developed for Gas Operations. Gas Engineering is involved as part of the planning team, as well as during implementation;
- Gas Engineering performs gas system analysis and planning of the physical gas system to maintain reliability and provide capacity to serve future customers and changing gas delivery requirements;
- Gas Engineering assists in the staffing and training of new employees and on-going development of personnel to provide safe, reliable and economic service to our customers and maintain the integrity of the system; and
- Gas Engineering identifies, develops and implements new methods and equipment to perform the job better in the future.

Gas Engineering supports the US Franchised E&G business plan through its goals and budgeting processes, as follows:

### Budgeting

Gas Engineering, Gas Commercial Operations, Gas Performance Support, and the Gas Construction & Maintenance Management Department jointly develop a Construction Budget for all of Gas Operations. The budget is reviewed monthly and variances are addressed. Blanket budgets are reviewed monthly and midyear for necessary adjustments. The total Construction Budget may be increased by way of non-contemplated items, if approved by the Senior Vice President of Gas Operations, or decreased by scheduling changes.

An operating and maintenance budget is developed solely for costs incurred by Gas Engineering. This budget is further separated into five (5) sub-departments so the expenses of each division within the department may be better analyzed. Also, labor, material and expenses are broken down within each sub-department account. Variance Reports are prepared on a monthly basis for each department.

### Maintenance

Gas Engineering's planning and budgeting activities are aimed at keeping the existing gas system in a safe and reliable condition and extending it to meet present and future energy competition. Evaluation programs have been developed to choose the highest priority segments or pipe for replacement on a year-to-year basis.

### Development and Training

A strong, continuous effort is maintained to train and develop personnel. The demands on technical expertise and information systems are accelerating. Gas Engineering's personnel must obtain the knowledge and resources to keep pace. Gas Engineering's hiring practices are important as a foundation, but we concentrate on development continually. Training is obtained through attendance at seminars, on the job training and rotation to other Gas Operating areas.

## III. Organizational Structure

The Gas Engineering Department is headed by a General Manager who reports to the Senior Vice President of Gas Operations. Gas Engineering is organized into five (5) sections:

- Distribution Engineering – Pipeline Design and Major Projects;
- Systems Engineering;
- Drafting & Mapping Resources;
- Corrosion Engineering and Control; and
- Contractor Construction Management

An organization chart of Gas Engineering is provided in Exhibit GE-1.

## IV. Responsibilities

The primary responsibilities of Gas Engineering are to provide engineering services, maps and records for Gas Operations to ensure system reliability management of contractor workforce and compliance with all federal, state, county, city and municipal codes, rules and regulations. In addition, Gas Engineering is responsible for planning, developing and maintaining long range planning objectives and goals for the Gas Distribution System as follows:

- Provides the staff support and engineering input for the Gas Operations in connection with the delivery of gas to new customers. In addition, Gas Engineering provides support and input to the Gas Construction & Maintenance Management Department in connection with the installation of gas pipelines and other associated gas facilities necessary to serve new customers and expand the distribution of gas to new areas;

- Responsibility for the inspection and supervision of gas facility installation, replacement and street improvement projects that are completed by contractor workforces;
- Responsible for the retention of maps, records and other documents relating to the installed gas facilities, with input from Gas Commercial Operations, Gas Construction & Maintenance Management Department, Capital Accounting, Legal, Information Technology and Customer Relations Departments;
- Responsible for maintaining the records required for the coordination of all federal, state and local obligatory programs, provides contract administration services for Gas Construction & Maintenance Management Department for pipeline and various maintenance contracts. The majority of contracts are competitively bid on a unit cost basis;
- Responsible for the evaluation, selection and use of gas construction materials, excluding procurement and storage;
- Provides system analysis and design to optimize system design consistent with efficient, safe, reliable, economical and adequate operations;
- Provides expertise and guidance to Gas Operations as requested to achieve and sustain compliance with all applicable regulations, rules and codes;
- Provides plans, engineering design and administrative services for the construction, operation, maintenance, and records of the gas system;
- Prepares and maintains maps, drawings and other records of gas facilities;
- Develops and coordinates construction standards and procedures for Gas Operations, including standardization of materials;
- Determines and preserves the physical condition of the gas system and develops control programs to mitigate or reduce system deterioration;
- Processes and coordinates, in a timely manner, work orders, special billings, and other procedures necessary to the installation of customer facilities; and
- Provides expertise and administers the cathodic protection program, including the Integrity Management Program and compliance associated with the cathodic protection program for the system.

#### V. Practices and Procedures

This department has direct responsibilities in all areas relating to gas systems design, planning, engineering, contractor construction management and system records activities including such duties as the following:

- Gas systems planning and gas systems improvements;
- Inspection and supervision of gas facility installation, replacement and street improvement projects that are completed by contractor workforces;
- Budgeting and cost estimating for decision analysis and construction;
- Protection of facilities and providing documentation for the protection of these facilities;

- Designing and programming Supervisory Control and Data Acquisition Systems (SCADA);
- Analyzing pipe network pressure and flow;
- Engineering the design of distribution regulation and control, customer regulating and measuring facilities, and purchase city gate stations;
- Preparing gas operation standards, procedures and guidelines;
- Preparing and administering programs for procuring contractor service and assistance;
- Developing and maintaining computer record systems, computer assisted drafting and engineering systems;
- Maintaining record storage and retrieval systems and providing access to system records;
- Coordinating construction projects with governmental and private agencies;
- Coordinating cathodic protection activities and design; and
- Coordinating the Integrity Management Program.

Gas Engineering is supported by the Customer Management System (CMS) in connection with service order processing and meter and other customer information. This system also provides valuable information necessary for efficient gas system planning.

Capital Accounting provides original cost records and pipeline inventory records. Legal assistance is provided by the Legal Department on an "as required" basis.

Data processing is provided by the Information Technology Department in connection with the Gas Operations Job Control and Gas Pipeline Condition Reporting programs. These and other ongoing programs, including the Gas Operations Work Management System, provide essential data for main replacement, budgeting, job status reporting and actual cost information.

Policies and procedures are established by each of the various operating divisions of Gas Engineering with input from Gas Construction & Maintenance Management Department and Gas Commercial Operations. Day-to-day operations and job control decisions are made by the appropriate job sponsors on a timely basis. Job sponsors are first line decision makers for engineering and customer problems or questions. Complex problems are referred to the appropriate Manager or Supervisor and then to the General Manager of Engineering.

Gas Engineering maintains Gas Operations Policies and Procedures essential for the design, maintenance and operation of the gas distribution system. These policies and procedures provide support to employees engaged in engineering, drafting and record maintenance activities.

## VI. Decision Making and Control

Decisions are made at the lowest level consistent with impact and authority (i.e., if a decision were to impact only a group of clerical personnel, the supervisor of that group would make the decision and communicate with his/her superior as appropriate). Decisions with broad impact may be made at lower levels after discussion and approval at the overall impact level. The responsibility for compliance rests with the supervisory level that makes the decision. Communications and discussions concerning decisions which have been made are held with higher levels of supervision as needed. Normally this is an advisory process rather than a directive.

Intra-department decisions are made and discussed at levels appropriate to their impact. A decision that impacts only one section would be discussed with the manager if it is long range or a break from past practice.

Any decision that impacts a segment of the Company broader than Gas Engineering is discussed with appropriate management personnel. Depending on the type of decision and the degree of impact, this discussion would range from keeping management informed to getting formal approval.

## VII. Internal and External Communication

Internal communication among the staff and management is frequent and convenient during daily activity. Conducive to the communication process is the fact that most personnel are in one location, spending the majority of their time in the same office area.

Internal communications consist of information and problem solving meetings regularly held for each division of Gas Engineering between the supervisor and staff and between the General Manager and supervisors. Other internal meetings on a project level are coordinated on an "as required" basis by job sponsors and designers with appropriate Gas Construction & Maintenance Management Department divisions and Gas Commercial Operations.

External communications consist of communicating and attending meetings with other utilities and agencies, such as the following:

- State, city and county engineers;
- Engineers, architects and local planners;
- National and state gas utility associations; and
- Professional organizations.

Written communications, including minutes of meetings, memos, letters, and specific procedures are a necessary follow-up for both internal and external communications.



## VIII. Goal Attainment and Qualification

Engineering performance controlling processes are established by the special needs and engineering details of each project. Project need dates are translated into engineering completion target dates at the time that the project is received by the department. Goal attainment is quantified by establishing standards that meet, exceed or is exceptional performance for each goal/objective within a department, team or individual. Each goal is weighed as to its relative importance. Review periods are established between a subordinate and supervisor; this period is established based on the business needs. A large portion of the employee performance management system is goal accomplishment.

Need dates for projects relating to governmental agencies requiring new, relocated or replaced pipelines are furnished by the appropriate governmental sources.

Need dates for projects relating to internal construction budgets and improvements are established by special departmental sources and are generally targeted for "issue" for construction during or shortly after the first quarter of the year, to ensure completion prior to the next heating season.

Engineering completion target dates are formulated and projects are prioritized so that construction completion meets the requirements of the customers and/or governmental agencies. Where unavoidable delays are identified, the project sponsor will advise the appropriate division and/or the appropriate governmental agency. Progress is continuously monitored by the appropriate supervisor and individual job sponsors using computerized edits and checks.

Drafting, mapping, records updates and other staff engineering are continuously monitored by the Supervisor of Drafting & Mapping Resources using various manual and computerized reviews, edits and checks. These include processing of work orders for mains and services, permit requests, facility plotting, drafting, mapping, record updates and issuance of construction projects.

Performance indicator criterions are formulated by the appropriate supervisor to meet the special needs of the division and employees.

Each sponsor is responsible for evaluating progress, identifying problems, updating customer sources and scheduling their time to make necessary corrections or revising the target completion dates.

The complexity and special engineering needs of each project do not readily permit establishing standard times or specific performance parameters because most projects are unique. Engineering projects are classified into general categories as follows:

- New main extensions to serve new customers or new areas;
- Pipeline replacements for condition or service improvements;
- Customer meters, regulators and distribution systems;
- Replacements due to governmental street and roadway improvements;
- System Improvements (Pressure, Meter-Regulator);
- Feeder mains to supply new areas; and
- Gas plants and gas processing equipment.

The required time allocated for the completion of a project within each category varies. Each project is monitored from the date of assignment by a job sponsor to the date of installation completion by the construction force.

Weekly reporting of project status, with constant monitoring of progress toward a target date goal, together with monitoring the needs of a customer source, enables the supervisor and/or their job sponsors to prioritize projects, identify problems, schedule resources and make effective target date adjustments.

Listed below are examples of performance measurement reports utilized by the department, with reference numbers for attached samples.

Exhibit GE-1 Gas Engineering Organizational Chart.

Exhibit GE-2 Weekly Paper Work Turned in Status Report

Exhibit GE-3 Drafting Log Report by type and need date.

Exhibit GE-4 Map Updating Report by completion date

Exhibit GE-5 Map Updating History Report

Exhibit GE-6 Leak Investigation Request Data Log.

Exhibit GE-7 Construction Permit Status.

Exhibit GE-8 Weekly Gas Engineering Activity Report .

Exhibit GE-9 Construction Work Order Status Report.

Exhibit GE-10 General Manager Gas Engineering Key Performance Indicator.

Exhibit GE-11 Overrun Report

Exhibit GE-12 Gas Engineering Monthly Census Report.

Exhibit GE-13 Contractor Construction Management Status.

Exhibit GE-14 Contractor Construction Management Summary.

Exhibit GE-15 Contractor vs. Company Crew Service Renewal Comparison

Exhibit GE-16 Monthly Unit Data Report.

Exhibit GE-17 Renewal Summary Report.

Exhibit GE-18 New/Renew Service Report by District.

Exhibit GE-19 Main Repair Report.

Exhibit GE-20 2007 Service Renewal Report.

Exhibit GE-21 Customer Cathodic Protection Report

## **2007 Ohio/Kentucky Gas Operations Objectives**

### **1.) Meet 2007 Financial Targets**

- Meet targets for Gas Ops Non-AMRP O&M and Non-AMRP CAPx
- Achieve Gas Ops AMRP O&M and AMRP CAPx targets

### **2.) Enhance Operational Performance**

- Ensure the operational metrics for Gas Ops are exceeded for safety, service reliability and customer satisfaction
- Ensure Gas Ops is developing and growing net plant and is cross-training, developing and encouraging continuing education of employees
- Identify and implement Interruptible Transportation Billing Program (ITBP) solution
- Ensure the integrity of the natural gas system is maintained through responsible planning, design, construction, operating and maintenance of the system

### **3.) Achieve Regulatory Compliance**

- Ensure the compliance metrics for Gas Ops for regulatory compliance (including environmental), customer complaints, recovery of cost of gas and regulatory treatment for trackers and audits impacting Gas Ops such as AMRP, cost recovery audits and performance management audits are achieved
- Develop 2007 Ohio Gas Rate Case Strategy addressing issues of ownership of curb to meter services, GCR Sales Function and Riser Replacement Report

### **4.) Foster Team Collaboration**

- Develop Training Strategy and implement Training Plan for Gas Ops
- Design and begin implementation phase of FE&G GIS and EAM systems
- Treat employees with respect and provide them the training and tools necessary to perform their work functions in a safe environment

### **5.) Define Employee/Organization Strategy**

- Implement Workforce Planning/Development Strategy
- Identity long-term organization structure for Gas Ops

## Financial Objectives

Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 200%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section
<b>Achieve Duke Energy EPS</b>				
80%	\$1.05	\$1.15	\$1.25	TBD
Financial Objectives Aggregate Results:				
80%				

## Leadership Objectives

Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 150%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section
<b>Safety – Gas Operations</b>				
5%	2.09	1.99	1.89	TBD
<b>Reliability – Percent Reduction Gas main &amp; services – leaks repaired</b>				
5%	(4.5%)	(7.5%)	(10%)	TBD
<b>Customer Satisfaction – Corporate Perceptual Survey</b>				
5%	72.8%	75.9%	78.5%	TBD
<b>AMRP Expenditure Target</b>				
5%	2%/-4%	+/-2%	+/-1%	TBD
<b>Individual Objectives Aggregate Results:</b>				
20%				TBD
<b>Total Financial Objectives and Individual Objectives Aggregate Results:</b>				
100%				TBD

End Results Approved:

Patty Walker

James L. Turner

**Leadership:****Operational Measure 1: Safety (Gas Ops TCR)****Intent**

Gas Operations management, supervision and employees are responsible for safety. The TCR rate is a nationally accepted rate for measuring the success of a safety environment for an organization. Gas Operations management is committed to providing tools and guidance to the organization which positively promotes safety and in turn positively impacts the TCR for Gas Operations. The 2007 safety plan for Gas Operations will be one of the many tools used to promote safe work practices within the organization.

**Rational and Logic for Performance levels**

<b>Minimum:</b>	Gas Operations TCR for year-ended 2006
<b>Target:</b>	5% better than 2006 Gas Operations TCR
<b>Maximum:</b>	10% better than 2006 Gas Operations TCR

**Contact**

Dave Barnes 513-287-2266

**Operational Measure 2: Reliability – percent reduction of leaks repaired on mains and services****Intent**

The overall goal of this metric is to measure the percent reduction of leaks repaired on mains and services. The accelerated main replacement program (AMRP) was developed to enhance the safety and reliability of Gas Operations' system with Cast Iron and Bare Steel pipe having a leak rate of 1.3 leaks per mile of main vs. plastic and coated steel having a leak rate of .05 leaks per mile of main. Gas Operations has replaced pipe segments based on nine priorities with the highest potential for incident being replaced first and then the highest potential for leaks next. The AMRP maintenance annual savings targets established in the tracker were calculated based off the reduction of leaks on mains and services (excluding third party damages).

**Rational and Logic for Performance levels**

<b>Minimum:</b>	4.5% reduction over 2006 leaks repaired
<b>Target:</b>	7.5% reduction over 2006 leaks repaired
<b>Maximum:</b>	10% reduction over 2006 leaks repaired

**Contact**

Sue Gilb 513-287-2752

**Operational Measure 3: FE&G Customer Satisfaction****Intent**

Achieve top quartile performance relative to regional or national customer satisfaction benchmark studies conducted by J.D. Power and TQS Research. The performance philosophy is to achieve between top quartile and top decile rankings among mass residential, mass business, and large business customers. Operating companies and functions are encouraged to include additional measures related to the drivers of customer satisfaction that are more closely aligned to their operational needs and/or specific customer segments they support.

**Rational and Logic for Performance levels****Mass Market Relationship Survey (Residential and Business):**

This survey is conducted monthly for a random sample of customers. To arrive at the 2007 customer satisfaction target scores, the most recent five months of survey results

were averaged to mitigate seasonality bias inherent in 2006 survey data. Observed standard deviations were used to generate 20<sup>th</sup> percentile and 80<sup>th</sup> percentile scores, to be used as the Minimum and Maximum performance thresholds, respectively. Given the lack of direct peer benchmark ratings for monthly results, targets are set using the historical trending information with an implicit tie back to regional benchmark studies. Where historical performance is below top quartile, a continuous improvement plan has been adopted with target scores set at a 10<sup>th</sup> percentile increase above the past year's performance (i.e. 60<sup>th</sup> percentile). Where historical performance is within top quartile, target thresholds are established to maintain top quartile performance.

<b>Minimum:</b>	20 <sup>th</sup> percentile score.
<b>Target:</b>	Maintain top quartile or 60 <sup>th</sup> percentile score.
<b>Maximum:</b>	80 <sup>th</sup> percentile score.

<b>Duke Energy</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73%	76%	78%
Mass Market	64%	74.4%	77.2%	79.4%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Carolinas (60%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		74.9%	77.9%	80.9%
Mass Market	64%	77.6%	80.4%	83.1%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Indiana (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73.0%	75.8%	78.0%
Mass Market	59%	75.1%	77.5%	78.7%
Large Business Market	41%	70.0%	73.5%	77.0%
<b>Duke Energy - Ohio/Kentucky (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		65.9%	69.2%	71.3%
Mass Market	71%	64.3%	67.4%	69.0%
Large Business Market	29%	70.0%	73.5%	77.0%

**Contact**

Tom Osterhus 513-287-2110

**Operational Measure 4: AMRP Expenditure Target**

**Intent**

The Accelerated Main Replacement Program (AMRP) was developed to enhance the safety and reliability of the Gas Operations' system by replacing cast iron and bare steel pipe with plastic pipe. This measure allows Gas Operations to track the dollars being spent by the program and approved by both the Kentucky and Ohio Regulatory Commissions. The metric encompasses capital, O&M, and a maintenance savings dollar amount for Ohio and a capital amount for Kentucky. The maintenance savings dollar amount for Ohio is based on the reduction of leaks on mains and services (as discussed in operational measure 2 above)

**Rational and Logic for Performance levels**

<b>Minimum:</b>	2%/-4% of 2007 Budget for AMRP in OH/KY
<b>Target:</b>	+/-2% of 2007 Budget for AMRP in OH/KY
<b>Maximum:</b>	+/-1% of 2007 Budget for AMRP in OH/KY

**Contact**

Nancy Kemper 513-287-2859

**A Note on Safety:**

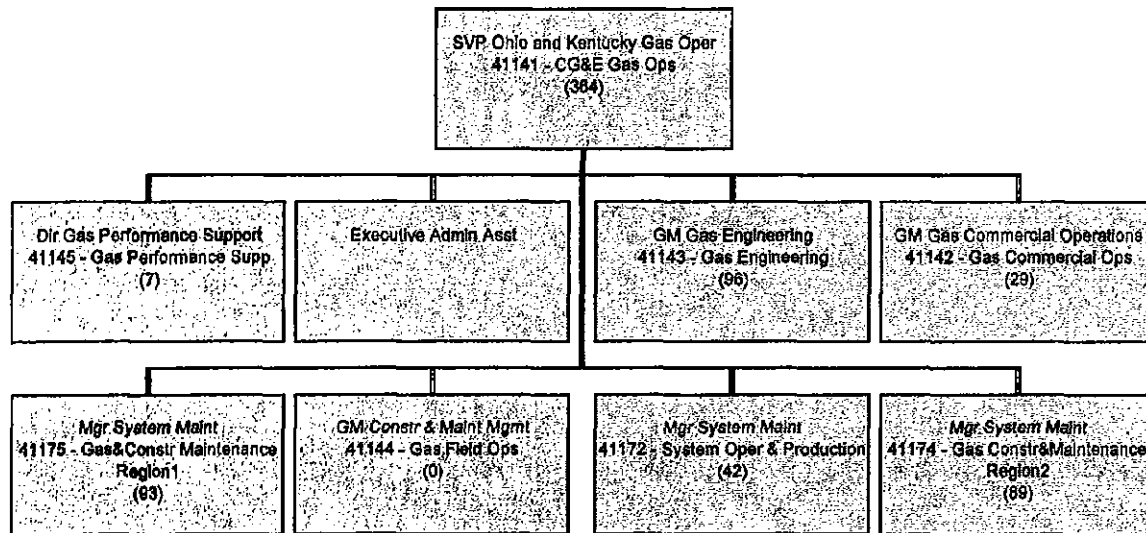
In addition, to recognize management's critical role in building a zero-injury culture with a focus on preventing safety incidents, a safety objective for company leaders will be based on the Duke Energy company wide TICR (total incident case rate) goal for 2007. Total incident case rate is a common industry standard used to measure safety performance. The threshold goal for 2007 will be 1.67. The target goal will be 1.43.

Under this safety objective, if Duke Energy does not meet the minimum TICR, company leaders' short-term incentive plan (STIP) payouts will be reduced by five percent (similar to the zero-fatalities incentive program in 2006). If we meet the target TICR, LTIP participants will receive their STIP payouts without penalty. (Performance between the two levels will be interpolated.) This additional emphasis on safety for company leaders highlights the importance of management's role in setting expectations regarding safety and serving as role models for other employees.



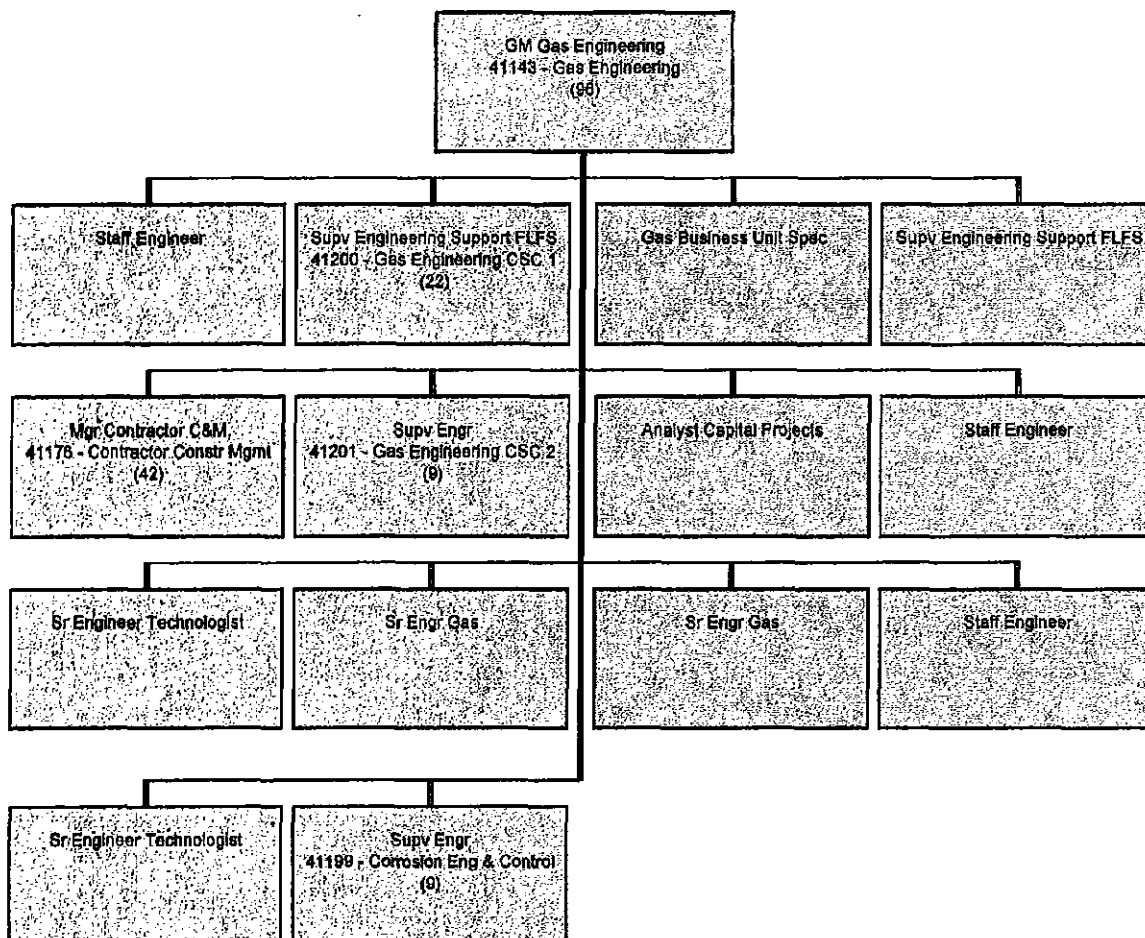
## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

## Senior Vice President OH &amp; KY Gas Operations



## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

## General Manager Gas Engineering



Page 1

06-7401-1 F0001	39139 CINNAMON ST-EXTENSION	G15	WJR	CEX	39209	1 PT	C&M Eastern	0	
						4	AVG DAYS	118.5	\$491,037.84
06-4085-6 30758	38985 SOUTHPONTE PKWY	G32	MWC	MEA	38960	1 PT	C&M Todhunter	249	\$64,614.24
06-1005-5 F0001	38880 STA. 767 INLET PIPE	G32	CWA	MEA	39055	1 PT	C&M Todhunter	154	\$42,860.27
06-8365-5 F0001	39143 2006 CIBS MODULE 365	G32	DJS	CEX	39143	1 PT	C&M Todhunter	66	\$1,109,084.21
04-7307-4 F0007	39037 BUT-747.4.25	G32	JBL	STI	39161	1 PT	C&M Todhunter	48	
06-3602-7 F0001	39115 STA 778-UNION CENTRE BLVD	G32	CWA	STA	39183	1 PT	C&M Todhunter	26	
						5	AVG DAYS	108.6	\$1,216,558.72
03-3067-0 F0001	37908 ALAMO, 3311 (EXPO)	G82	KGA	M-C	38727	1 PT	C&M Dana	482	
03-3068-8 F0001	37905 ALAMO, 3315 (RETAIL "B")	G82	KGA	M-C	38727	1 PT	C&M Dana	482	
03-3069-6 F0001	37930 ALAMO, 3315 (RETAIL "C")	G82	KGA	M-C	38727	1 PT	C&M Dana	482	
						3	AVG DAYS	482	\$0.00
05-4178-9 90455	38721 LOCUST CORNER RD	G84	ASB	MEA	38639	1 PT	C&M Little Miami	570	\$48,814.82
06-5004-4 17699	39013 IVY POINTE BLVD	G84	AMJ	MEA	39006	1 PT	C&M Little Miami	203	\$24,316.64
						2	AVG DAYS	386.5	\$73,131.46
00-7015-1 F0007	38238 US 27 IMP-KAHNS TO RT 10	GCA	CWA	STI	38579	1 PT	C&M 19th	630	\$198,225.39
06-7351-7 28603	38915 UL47-OHIO RIVER X-ING-AM4	GCA	CTL	RPL	39059	1 PT	C&M 19th	150	\$57,812.73
						2	AVG DAYS	390	\$256,038.12
04-3090-0 F0001	38371 CRESCENT SPRINGS RD, 2835	GCF	KGA	M-C	38401	1 PT	C&M Florence	808	
04-1193-4 02-7004-1	39091 F/L UL2 AT TURFWAY RD	GCF	CWA	RPL	39041	1 PT	C&M Florence	168	\$129,931.11
99-3606-3 02-7004-1	39091 TURFWAY	GCF	CWA	PRI	39041	1 PT	C&M Florence	168	\$116,146.62
06-3215-8 F0001	39027 STA 776-MULLEN DRIVE	GCF	CWA	STA	39120	1 PT	C&M Florence	89	
06-4009-4 97895	38925 INDEPENDENCE VILLAGE BLVD	GCF	RAC	MEA	39170	1 PT	C&M Florence	39	\$11,611.09
06-3639-9 F0001	39009 STA 763 INLET PIPING	GCF	CWA	MEA	39176	1 PT	C&M Florence	33	\$1,763.94
06-3640-7 F0001	39009 STA 763 OUTLET PIPING	GCF	CWA	MEA	39176	1 PT	C&M Florence	33	\$1,009.18
06-1038-6 F0001	39078 STA 771-INLET PIPING	GCF	CWA	MEA	39183	1 PT	C&M Florence	26	
06-2155-7 F0001	39071 VILLAS OF FOWLERS CREEK	GCF	D C	MEA	39191	1 PT	C&M Florence	18	\$2,190.78
06-4012-8 F0001	39128 PLANTATION POINTE PH 3	GCF	SJC	MEA	39204	1 PT	C&M Florence	5	
06-4070-6 F0001	39051 RICE PK GAS APPROACH	GCF	DLC	MEA	39204	1 PT	C&M Florence	5	\$2,920.80
06-4080-5 F0001	39098 HARMONY SUBD APP US 42	GCF	D C	MEA	39204	1 PT	C&M Florence	5	\$1,650.40
06-2168-0 F0001	39051 NORTH WALTON POINTE PH 1	GCF	DLC	MEA	39209	1 PT	C&M Florence	0	\$672.44
06-2191-2 F0001	38939 GUNPOWDER TRAILS PH 4B	GCF	JMM	MEA	39209	1 PT	C&M Florence	0	\$1,386.46
06-2206-8 F0001	39098 RED STONE VILLAGE SUBD	GCF	C N	MEA	39209	1 PT	C&M Florence	0	\$3,326.16
06-2270-4 F0001	39113 TRIPLE CROWN SECTION 23	GCF	KFO	MEA	39209	1 PT	C&M Florence	0	\$218.67
						16	AVG DAYS	87.3125	\$272,827.65
04-3613-9 17492	38105 BRIDGETOWN PRESS INCREASE	GMH	VEA	PRI	38366	1 PT	C&M Monfort Hgt	843	
04-3652-7 F0001	38561 BENKEN - STA 754 OUTLET	GMH	CWA	PRI	38688	1 PT	C&M Monfort Hgt	521	\$139,965.82
05-1027-1 F0001	38560 STA. 754 - INLET PIPE	GMH	CWA	PRI	38688	1 PT	C&M Monfort Hgt	521	\$62,507.96
07-3210-7 F0001	39155 REG 382 - RAPID RUN RD	GMH	CWA	REG	39196	1 PT	C&M Monfort Hgt	13	
						4	AVG DAYS	474.5	\$202,473.78
						37	AVG DAYS	212	\$2,512,067.57
	GRAND TOTAL								

05/09/07

## Construction Drafting Jobs by Type and Need Date

Page 1

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
			06-6909-3					RCH	FAIRFAX, 2030	KGA	788483

Job Count 0

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
BAS	03/30/07	01/08/07	02-7008-2	10,000	03/19/07	03/15/07		DMG	KY 237-NORTH OF I-275	CTL	447062
BAS	05/07/07	04/27/07	07-1083-0	410	05/07/07			EPP	KASOTA AVONDALE	DJS	898084

Job Count 2

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
C-M	05/24/07	05/09/07	07-3040-8		05/24/07			RCH	8200 DIXIE HWY FLORENCE	KGA	894518

Job Count 1

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
CEX	05/16/07	05/09/07	07-1090-5		05/16/07			JAH	JOHNSON ST	DJS	899477

Job Count 1

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
M-C	05/21/07	05/08/07	06-3021-0		05/21/07			RCH	FAIRFAX, 2030	KGA	788483

Job Count 1

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
M-R	05/15/07	05/09/07	07-8690-7		05/15/07			RCH	71 VICTORIA ST. RIPLEY	KGA	901260
M-R	05/21/07	05/02/07	07-8686-5		05/21/07	05/07/07		RCH	CENTRAL PKWY.	KGA	896351
M-R	05/23/07	05/09/07	07-8685-7		05/23/07			RCH	8200 DIXIE HWY FLORENCE	KGA	894518

Job Count 3

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
MSC	04/23/07	04/10/07	06-7517-3	300	04/20/07	04/20/07		DMG	UNION CENTRE/MUHLHAUSER	JBL	00877856
MSC	04/24/07	04/12/07	06-7289-9	905	04/26/07	04/24/07		WJH	CORDOVA AVENUE RECON.	WRP	803648
MSC	04/27/07	04/16/07	04-1181-9	1,000	04/30/07	04/24/07		MAB	F/L O AT GREAT MIAMI RIVR	CTL	
MSC	05/03/07	04/16/07	06-7344-2		05/03/07			LAT	GLENESTE-WITHAMS/SHAYLER	WJR	817638
MSC	05/14/07	05/09/07	05-7387-3		05/14/07			MAB	PEACHTREE-AM7-SHALLOWMAI	WRP	740017
MSC	05/16/07	05/09/07	07-7246-7	480	05/16/07				RUTLEDGE AVE	WRP	00888517

Job Count 6

Type	Draft Need Dt	Draft In Dt	JobNo	Length	Due to Sponsor	To Sponsor	From Sponsor	Dr Tech	Jobname	Eng	PPort
PRI	04/13/07	03/29/07	06-3651-4		04/13/07	04/13/07		HAM	MOD 252 PRESS INCR	JBL	
PRI	05/21/07	05/07/07	07-1001-2	185	05/21/07			LAT	STILLINGTON DR	LLM	
PRI	05/21/07	05/07/07	07-1003-8	150	05/21/07			LAT	RIDGEVIEW LN AT ST RT 48	LLM	
PRI	05/23/07	05/09/07	07-1000-4	285	05/23/07				BONNIE DR	LLM	

Job Count 1

CompDate	JobNo	IPUDBy	IPUDDt	Dtn	MAOP	WkdBy	WkStart	WkFinish	CkdBy	CkStart	CkFinish	Length	JobName	Type	Status	MapNo
	05-5001-2			3/22/2007	N								EASTER RD DEV BETHEL	MEA	MU	
3/11/1993	92-3278-6			1/1/1994	Y	JAH	8/21/1995	8/25/1995				100	STA 0614 OXFORD T/B	STA	MU	N10W03-32
11/2/1993	92-3280-2			1/1/1994	Y	JAH	9/30/1996	9/30/1996				187	STA 0137 MILLVILLE MINTON	STA	MU	N08W02-16
8/30/1994	94-3260-0			9/30/1999	Y	CXJ	2/4/2003	5/28/2004	JAH	10/23/2006		0	STA 0120 DICKS CREEK GP	STA	MU	N09E02-54
12/15/1995	95-3245-8			3/28/1996	Y	CXJ	1/30/2003	6/30/2004				111	STA 0137 MILLVILLE	STA	MU	N08W02-16
9/14/1996	95-3503-0			1/10/1997	Y	GN	3/19/2003	3/19/2003	JAH	11/1/2005		28	LEEDS FARM TAP ODORIZER	STA	MU	N09E02-46
12/7/1996	93-7226-9			3/1/1997	Y	CG	1/3/2005	1/13/2005				6568	CORNELL RD IMPROVEMENTS	STI	MU	N04E02-42
4/4/1997	96-7411-0	KEL	7/19/2005	6/30/2005	Y	KEL	7/5/2005	7/19/2005				325	ALLEN RD-RIALTO-BECKETT	STI	CC	N06E02-07
5/27/1997	89-3628-8	JAH	11/5/1997	6/15/1998	Y	CG	8/3/2004	8/5/2004				11676	F/L SS00 (RENAMED "C300")	BUD	MU	N01E02-38
6/3/1997	96-7484-7	KEL	7/19/2005	7/30/2005	Y	KEL	7/19/2005	7/19/2005				55	CARMODY & CENTRAL IMP.	STI	CC	N10E02-37
6/16/1997	97-7233-6	MRL	6/26/1997	2/5/2004	N	SDT	2/5/2004	2/6/2004				125	MAIN ST BRIDGE - PHASE 1	STI	MU	N08E04-61
8/22/1997	95-7565-5	JAH	1/30/1998	5/21/1998	N	GN	8/12/2002	8/21/2002	JAH	3/19/2003		3328	EAST KEMPER RD	STI	MU	N05E02-64
8/30/1997	97-7396-1	KEL	12/19/2000	6/30/2005	Y	KEL	12/19/2000	12/19/2000				50	CLOUGH PIKE HIT	STI	MU	S01E04-40
1/7/1998	96-7483-9	HAM	3/5/1998	10/5/1998	N	MTD	5/30/2002	5/30/2002				1490	PORT UNION GILMORE-HOLDEN	STI	MU	N06W01-62
6/9/1998	94-7096-4	AAL	6/9/1998	10/5/1998	N	KS	1/7/2002	1/7/2002				2526	GARVER RD UPGRADE	STI	MU	N09E03-24
7/3/1998	96-7020-9	WAD	1/28/1999	12/22/1998	N	SDT	8/1/2003	8/1/2003				1770	BUT-129-38.600	STI	MU	N07E02-47
8/21/1998	98-3209-8	AAL	9/4/1998	10/22/1998	N	GN	2/25/2003	2/27/2003				50	REG 00035 ELEANOR	REG	MU	N11E04-53
10/30/1998	98-7219-3	AAL	11/16/1999	1/15/1999	N	KN	11/20/2000	11/27/2000				520	MILL ROAD AT JOHNGRAY RD	STI	MU	N05W01-43
11/30/1998	98-7362-1			6/20/2006	N	CXH	9/28/2006	9/28/2006				150	JOHN GRAY RD IMPROVEMENT	STI	MU	N05W01-27
12/12/1998	97-7308-6	MAB	4/13/1998	7/22/2002	N	WAM	7/22/2002	7/24/2002				856	KRIEVIEW DRIVE	STI	MU	N02W02-22
1/21/1999	98-3228-8	AAL	12/15/1999	6/21/2006	N	CXJ	6/21/2006	6/22/2006				25	STA 0379 TODAY DR	STA	MU	N05W01-43
6/18/1999	97-7110-6			12/1/1999	N	HTS	8/1/2002	12/3/2002	SDT	4/12/2007		2538	PETE ROSE WAY	STI	MU	S01W01-57
6/22/1999	95-7140-7	AAL	6/10/1999	2/16/2000	N	SDT	5/13/2004	5/18/2004				5707	QUEEN CITY WERK-FERGUSON	STI	MU	N01W02-58
8/14/1999	98-7464-5			6/21/2006	N	WAE	2/7/2007	2/19/2007				450	SOUTH GILMORE RD IMPRVMT	STI	MU	N05W01-59
8/31/1999	96-7304-1	AAL	8/24/1999	9/27/2005	N	WAE	10/3/2005	10/3/2005				400	COLUMBIA RD	STI	MU	N08E04-02
9/7/1999	98-7293-6			7/19/2002	N	HTS	5/18/2004	5/20/2004				180	WEST CHESTER RD BRIDGE	STI	MU	N06E02-07
10/15/1999	96-7001-9	DMG	8/16/1999	4/1/2000	N	RS	11/18/2000	11/20/2000				4772	I-71 & I-75 WIDENING	STI	MU	S02W01-33
10/20/1999	96-7146-6	AAL	11/10/1999	3/10/2000	N	HTS	8/28/2002	12/3/2002	SDT	4/12/2007		1334	MEHRING WY-RIVERFRONT DEV	STI	MU	S01W01-57
10/26/1999	99-7120-1	AAL	1/5/2000	1/25/2002	N	HTS	8/22/2002	12/3/2002	SDT	4/12/2007		3943	THIRD ST LOOP-RIVER DEVEL	STI	MU	S01W01-57

JobNo	DtCCRecd	IPUpdateBy	IPUpdateDt	IPCheckBy	IPCheckDt	ABIPUpdateBy	ABIPUpdateDt	ABIPCheckBy	ABIPCheckDt	DtIn	N
00-1001-7	6/22/2001	WAD	6/22/2001	RJH	6/22/2001	EEA	5/8/2003	WAD	11/17/2003	8/12/2002	N
00-1002-5	1/2/2002	EEA	1/17/2002	RJH	1/17/2002					1/2/2002	N
00-1003-3	7/11/2000	DMG	7/12/2000	DMG	7/12/2000					9/21/2000	N
00-1004-1	5/17/2001	DMG	6/6/2001	DMG	6/6/2001					11/13/2001	N
00-1005-8	1/2/2002	AAL	2/27/2002	LAT	2/27/2002					1/2/2002	N
00-1006-6	7/25/2000	EEA	8/5/2000	DMG	8/5/2000					7/21/2000	N
00-1007-4	5/23/2001	JAH	5/23/2001	JAH	5/23/2001					11/7/2001	N
00-1008-2	11/7/2001	LAT	7/20/2001	LAT	7/20/2001					11/7/2001	N
00-1009-0	5/11/2001	DMG	6/6/2001	DMG	6/6/2001					11/13/2001	N
00-1010-8	12/22/2001	EEA	1/30/2002	LAT	1/30/2002					1/12/2002	N
00-1012-4	6/5/2001	EEA	6/25/2001	DMG	6/25/2001					6/5/2001	N
00-1013-2	1/18/2002	RJH	2/7/2002	RJH	2/7/2002					1/18/2002	N
00-1014-0	12/11/2003	JMM	7/21/2004		12/11/2000	EAM	12/12/2003	JAH	12/26/2003	12/11/2003	N
00-1015-7	11/29/2000	EEA	12/11/2000	DMG	12/11/2000					11/29/2000	N
00-1016-5	6/5/2001	DMG	6/25/2001	DMG	6/25/2001					6/5/2001	N
00-1018-1	7/17/2001	EPP	8/8/2001	LAT	8/8/2001					5/27/2003	N
00-1020-7	7/24/2000	RCH	7/31/2000	DMG	7/31/2000					9/21/2000	N
00-1021-5	8/9/2001	EPP	9/20/2001	LAT	9/20/2001					11/13/2001	N
00-1022-3	11/7/2000	EEA	11/17/2000	DMG	11/17/2000					9/1/2000	N
00-1023-1	3/15/2001	EEA	4/5/2001	DMG	4/5/2001					3/15/2001	N
00-1024-9	8/1/2000	RCH	8/4/2000	DMG	8/4/2000					1/31/2001	N
00-1025-6	3/19/2001	RFQ	3/22/2001	RFQ	3/22/2001	AAL	5/22/2003	RJH	5/29/2003	3/19/2001	N
00-1026-4	10/17/2000	RCH	10/30/2000	DMG	10/30/2000					11/21/2000	N
00-1027-2	12/27/2000	RCH	1/7/2001	DMG	1/7/2001					4/19/2001	N
00-1028-0	9/21/2000									9/21/2000	N
00-1029-8	9/27/2000	DMG	11/4/2000	DMG	11/4/2000					9/27/2000	N
00-1030-6	1/31/2001	EEA	8/14/2001	RFQ	8/14/2001					1/31/2001	N
00-1031-4	8/31/2000	DMG	11/4/2000	DMG	11/4/2000					12/20/2000	N
00-1032-2	9/5/2000	RCH	11/3/2000	DMG	11/3/2000					9/9/2002	N
00-1033-0	6/13/2000	DMG	6/17/2000	DMG	6/17/2000					7/31/2000	N
00-1035-5	8/9/2001	EPP	10/9/2001	LAT	10/9/2001					3/13/2002	N
00-1036-3	2/14/2001	RFQ	2/27/2001	DMG	2/27/2001					2/14/2001	N
00-1038-9	1/9/2002	AAL	3/30/2002	LAT	3/30/2002					1/9/2002	N
00-1039-7	3/19/2001	RFQ	3/22/2001	RFQ	3/22/2001					3/19/2001	N
00-1040-5	8/15/2000	RCH	8/22/2000	DMG	8/22/2000					9/21/2000	N
00-1041-3	12/20/2000	EEA	1/8/2001	DMG	1/8/2001					12/20/2000	N
00-1042-1	7/11/2000	DMG	7/12/2000	DMG	7/12/2000					9/21/2000	N
00-1044-7	1/18/2002	RJH	2/27/2002	RJH	2/27/2002					1/18/2002	N
00-1045-4	7/19/2001	EPP	1/22/2002	RJH	1/22/2002					7/19/2001	N
00-1046-2	12/18/2001	RJH	2/6/2002	RJH	2/6/2002					12/18/2001	N
00-1047-0	1/2/2001	RFQ	1/25/2001	RJH	1/25/2001					1/2/2001	N
00-1048-8	10/10/2000	RCH	10/19/2000	DMG	10/19/2000					3/28/2001	N
00-1049-6	11/6/2001	EEA	11/8/2001		11/8/2001					11/6/2001	N
00-1050-4	4/19/2001	RFQ	5/11/2001	RFQ	5/11/2001					4/19/2001	N
00-1051-2	1/13/2003	EEA	2/19/2003	RJH	3/17/2003	EEA	3/5/2003	RJH	3/19/2003	1/13/2003	N

Thursday, May 10, 2007

ID #	DirRecd	LIRLocation	Community	Supv	Dist	NeedDt	DtSent	RecordsBy
864682	9/23/2003	Keys Crescent/Madison Rd	Cinti	GB	Dana	9/26/2003	10/1/2003	PAW
000000	11/12/1998	IO GRAND AND QUEENCITY	PRICEHILL	JW	Monfort	11/19/1998	11/19/1998	AAL
000001	7/21/1995	GLENWAY	DEER PARK	CW	Dana	7/26/1995	7/24/1995	MSF
2973	9/29/1997	2973 SIDNEY	CINTI	JW	Monfort	10/20/1997	10/14/1997	DMG
312524	2/8/1996	AUDRO DR 5494	WHITE OAK	TH	Monfort	2/8/1996	2/8/1996	AMR
329473	10/3/1995	ROYAL HEIGHTS DR	COLERAIN TW	TH	Monfort	10/3/1995	10/3/1995	AMR
386276	7/2/1998	IO MADISON HYDEPARK	CINTI	DL	Dana	7/7/1998	7/6/1998	AAL
395873	1/26/1996	SHERRY RD BET. SPRGFEILDS	MONFORT HILL	TH	Monfort	1/26/1996	1/26/1996	MAB
410942	7/16/1992	CAROTHERS RD #13	NEWPORT	RR	19th	8/16/1992	7/27/1992	CLH
410944	8/4/1992	ELM #304	NEWPORT	RR	19th	8/25/1992	8/7/1992	CLH
410948	10/28/1992	BURDSALL #60	FT MITCHELL	RR	19th	10/28/1992	11/2/1992	AME
416035	11/4/1992	TAYLOR AVE #3038	CLIFTON	MP	Dana	11/4/1992	11/6/1992	AME
417133	2/8/1996	WOOSTER PIKE 700 BLK	TERRACE PK	Dana	Dana	2/12/1996	2/9/1996	AMR
421555	11/2/1992	PETEROSE & PLUM	CINTI	RR	19th	11/2/1992	11/6/1992	AME
446010	10/19/1995	US RT 52	ABERDEEN	RR	19th	10/19/1995	10/19/1995	AMR
447058	4/10/1996	WIEMAN AVE. BLOCK 3700	PRICE HILL	TH	Monfort	4/15/1996	4/10/1996	DWW
447058	4/10/1996	WIEMAN, BLOCK 3700	PRICE HILL	TH	Monfort	4/15/1996	4/10/1996	DWW
453627	12/16/1993	LAFAYETTE & MADISON	SPRINGDALE	TH	Monfort	12/17/1993	12/17/1993	JAD
460377	3/12/1992	ELAM & COLERAIN	CAMP WASH	TH	Monfort	3/19/1992	3/23/1992	CXC
460380	5/4/1992	HARRISON & NORTH BEND	CHEVIOT	TH	Monfort	5/11/1992	5/8/1992	MAB
461877	3/25/1996	LAKESIDE DR E	LAKESIDE PK	TH	Monfort	3/26/1996	3/25/1996	MAB
466914	4/7/1994	E 13TH & JOHN ST	NEWPORT	RR	19th	4/1/1994	4/7/1994	MMB
477810	6/25/1992	COLERAIN AVE #5508	MT AIRY	TH	Monfort	7/25/1992	7/14/1992	CLH
482189	1/18/1996	WIMBLEDON 10034	MONTG	CW	Dana	1/18/1996	1/18/1996	MAB
482211	10/3/1995	JEFFERSON 717	READING	CW	Dana	10/6/1995	10/3/1995	AMR
482212	10/3/1995	114 GRANDIN	GEORGETOWN	CW	Dana	10/3/1995	10/3/1995	MAB
492549	2/25/1992	VINE 8000 BLK	HARTWELL	TH	Monfort	2/28/1992	2/26/1992	CXC
493616	9/15/1997	3707 MARYDELL	CHEVIOT	JW	Monfort	9/18/1997	9/17/1997	DMG
494127	4/20/1992	FAIRVIEW & SOUTHWIEW	FAIRVIEW	LH	Dana	4/24/1992	4/22/1992	MAB
509879	2/11/1992	SMITH RD 4300 BLK	NORWOOD	LH	Dana	2/14/1992	2/18/1992	CXC
510634	4/16/1992	BROADWAY & EGGLESTON	CINTI	RR	19th	5/16/1992	5/6/1992	MAB
513650	3/2/1992	GILSEY #1753	PRICE HILL	RR	19th	4/2/1992	3/10/1992	MAB
513678	2/7/1992	HIGHWAY & PARKWAY	COVINGTON	CW	19th	2/21/1992	2/11/1992	CXC
515013	5/14/1992	MT HOPE & ELBERON	PRICE HILL	RR	19th	6/4/1992	6/9/1992	MAB
515428	8/9/1993	VINE & GLENMARY	CINTI	MP	Dana	8/16/1993	8/9/1993	JDW
515462	8/9/1993	QUEEN CITY #1793	CINTI	TH	Monfort	8/16/1993	8/9/1993	JDW
519598	1/31/1992	ROSELAND MOUND #5434	NORWOOD	LH	Dana	3/2/1992	2/5/1992	CXC
520079	3/30/1992	THOMPSON #70	FT MITCHELL	CW	19th	4/6/1992	4/2/1992	CXC
523996	11/21/1991	ROSS #1276	PRICE HILL	TH	Monfort	12/21/1991	11/27/1991	AME
524551	1/27/1992	GLENWAY #4526	PRICE HILL	TH	Monfort	2/3/1992	2/5/1992	AME
524561	5/5/1997	2992 W. NORTH BEND RD	WHITE OAK	JW	Monfort	5/12/1997	5/6/1997	TLH
527170	7/22/1992	PENROSE #3158	WESTWOOD	TH	Monfort	7/27/1992	7/30/1992	CLH
528034	2/4/1992	STATION #412	ARLINGTON	TH	Monfort	3/5/1992	2/7/1992	CXC
529550	4/4/1996	FENTON AND WOLFF	CINTI	TH	Monfort	4/4/1996	4/4/1996	DWW
530544	5/7/1993	GLORIA #6907 #6954	N.C.H.	MB	Monfort	5/26/1993	5/12/1993	JDW

JobNo: 00-1006-6    PmtStatus: C    PmtStatDet: Complete

Location: 0622-0228    Startdate: 11/11/2003  
 Loc date: 11/11/2003    Status: RF  
 Jobname: RAEURN S    Status P: 21  
 City: HAM    Miprio: N02W01-27  
 Dsc: G82    Date: 4/7/2000  
 Eng: JBL    SLP: 2  
 Needdate:    Length: 1,004.00

RequestNo	Community	DrSent	DrRecd	ParmNo
1	GINTI	4/9/2000	7/8/2000	N/A

IN New

Pending Re: Days Ago  
 14  
☒ No. 14

Close



**Regulated Businesses Unit Value Creation Machine:**  
**Customers \* Operations \* Regulatory Initiatives \* Employees \* Financial Performance**

## **Regulated Businesses Unit**

### **State Rate and Regulatory Initiatives**

#### **Federal Regulatory Initiatives**

#### **Federal Legislative Affairs, Environmental and Sustainability**

#### **Miscellaneous Government/Political Stuff**

### **Operations**

- AMRP Module Closeout - In the six years of AMRP there have been 268 modules issued, 255 have been turned in for processing and completion and 246 are closed out. There are a total of 74,330 service JCF's involved in the six years, 62,787 service JCF's have been turned in and 56,999 service JCF's have been processed. 255 jobs have been forwarded to Gas Engineering to place in SmallWorld. Presently, 14 of these jobs are on hold pending Smallworld completion before services can be added.
- MAOP Review – To date in 2007, 185 jobs have been reviewed for MAOP totaling 375,618 feet. There are 22 jobs pending MAOP review totaling 69,645 feet.
- Drafting & Mapping - For 2007 map updating, we have completed 150 out of 185 jobs or an 81.1% completion rate.
- Engineers Report – For 2007, Engineering has received 134 preliminary projects and 39 construction projects to review for conflicts and either provide input for adjustments of other utilities or design for the replacement of gas facilities.
- Bethel Pressure Improvement – Currently purchasing easements and developing specifications. Bid date is 12/1/2007. Construction start date is 5/1/2008. OPSB to meet and issue certificate to construct on 5/21/2007.
- Amy Spiller, Doug Vaught and Gary Hebbeler met with the City of Cincinnati to resolve the citation issued for litter on company property on Melish Avenue. Amy Spiller did a fantastic job of defending our position and having the citation rescinded. We will investigate the possibility of selling the property while obtaining an easement so we can avoid this same occurrence in the future.

- Guided-Wave Technology - PHMSA has recently issued a guidance document for the use of Guided-Wave technology that will impact the way cased pipeline crossings are assessed. The major target-items from this guidance document were included into procedure IMP 6-016A - Guided-Wave Ultrasonic Inspection (Cased Piping) and submitted for internal review. The impact these new guidelines will have on the inspection schedule (and budget) is currently being assessed and should be available shortly after the procedure is approved.

- RP 0502-2002 Clarification - Industry believes that PHMSA has interpreted NACE RP 0502-2002 – Pipeline External Corrosion Direct Assessment Methodology far more conservatively than intended. In particular, PHSA is questioning the use of DA for cased pipeline crossings because of unclear language contained in *Table 2: ECDA Tool Selection Matrix*. (If DA is not deemed an approved assessment method for casings, the only other assessment option is Pressure Testing.)

At industry's request, NACE has assembled a technical study group to review the table in question; industry's desire is NACE will either revise the table with clearer language or issue a clarification letter. (Review should be completed in mid-July.) If NACE issues a clarification letter, PHMSA is willing to "listen", but does not guarantee their approval for use of DA for casings.

- PI Confluence, Inc. (Gary White) was selected to perform the Pipeline Integrity Management (PIM) "audit" from a list of five potential candidates. Denny Glenn of PD Strategic Sourcing is putting together the contract with PI Confluence, Inc. This audit will ensure that Gas Operations is meeting or exceeding the minimal requirements in PIM per the Office of Pipeline Safety (OPS) and to prepare our organization for an audit by the OPS later this year.
- GIS "GAS" Requirement sessions were held during the weeks of April 23, April 30, and May 7, 2007. These sessions are being attended by Joe Lovell, Steve Tom, Steve Sims and Jim Callahan. Steve Long Jr. and David Callaghan are facilitating and taking requirement notes respectively. Additional Gas Operations' personnel are attending sessions as needed.
- Meeting was held to further discuss the Land Base "conflation" issue and costs associated with the GIS Project on May 9, 2007. Steve Adams, Ron York, John Bain, Jim Callahan, and Connie Roberts (facilitator) participated in this meeting.
- Pressure Improvements – To date a total of 18 budgeted and blanket projects are identified for 2007, and (1) for 2008. Additional projects may become necessary after review of winter operations.

**Regulated Businesses Unit Value Creation Machine:**  
**Customers \* Operations \* Regulatory Initiatives \* Employees \* Financial Performance**

**2007 PRESSURE  
IMPROVEMENTS as  
of 01-09-07**

Name	Dist	Map	Scope	Purpose & Necessity	Status	Update
<b>OHIO</b>						
C304 - Union Rd 05-3602 -9 Bud. / WJR	N	N8E3-36	15,000' of 8"S-F/L	Loop system to improve pressure to Morrow.	A	Bids due back May 14 All permits in
Reg 4S Springboro High School 06-3225-7 CWA	N	N10E4-46	25 ' of 4" steel	Dist Regulator 60# to IP	CC	Completed March 2007
FL O @ Great Miami River / CTL 04-1181-9	N	N08W01- 46	1,300' of 6 " S-F/L	Replacement of exposed main.	A	Survey complete. In desig Out for bid May
MOD. 272 - 1,2,3 / CTL 06-3607-6	NW	S01W02- 42	5,650' of 2" steel Medium pressure to IP	Pressure increase. Replace threaded pipe.	A	Bid
Union Center Blvd. / CTL 05-3603-7	N	N06E01- 37	Inst. 6,200' of 8" S F/L	Pressure improvement.	A	Out for permit
Amelia Olive Branch Rd PRI. CWA CLE-125 STI,06-7001-8,  STA 550 IMP., 06-3204- 2, STA 544 IMP., 06- 3205-9.  CG20 Services, 05- 4-3.	E	S02E04- 37	Upgrade Stations 550 & 544 for increased flow, Convert 9,000' of 4" F/L CG20 to HP, Convert 97 F/L services to HP, Abandon Stations 543, 15, 672, & 227; replace main and F/L as necessary for STI.	Road Improvement taking out Sta. 227. Upgrade existing stations and perform conversions instead of constructing new station. Overall system improvement. Eliminates 4 stations for Charlie Wells.	CP	Awarded to NPL, started 11/06/06. Waiting for C&M to complete downgrade. Service work to be completed following downgrade, per Mark Prebble.
Union Center Sta. / CWA 06-3602-7	N	N06E01- 53	60' of 4" Steel Install Station.	Pressure Improvement. Improve pressure & add feed.	CC	Completed March 2007
Ebenezer / DRB 06-3606-8	NW	N02W02- 09	900' of 4" Plastic HP	Pressure Improvement Add Loop	A	Not started. Out for bid June 1
Columbia Pkwy / DRB 06-7228-7	E	N01E01- 22	Repl 24" CI w 1,100' of 8" plastic	Street Improvement. Replace Leaking IP pipe.	A	Back from bid, waiting for permit & material
MOD.252 -1,2,3,4,5 /JBL 06-3651-4	N	N10E02- 64	IP Pressure Increase 4,000' of 2" plastic.	Pressure Increase. Replace coupled pipe.	A	Out for survey. Out for bid April 2.
Kyles Station Rd / JBL 06-3615-9	N	N08E02- 64	1,300' of 4" plastic.	Pressure Improvement Tie in two systems.	CC	Placed in service 11/29/06. Completed.
GMONTGRD / JEB 05-7303-0	E	N05E03- 55	580' of 12" Steel	Street widening.	A	Base map completed. SLV handling test holes. Out for bid May 30
Weil Rd / JEB 06-3604-3	E	N04E03- 37	1,450' of 4" plastic HP.	Pressure Improvement. Add loop.	CC	Completed late April
MOD. 270 - 1,2. / JWS 06-3650-6	NW	N01W02- 19	MP to IP Increase.	Pressure increase.	CP	Construction in progress
MOD. 274 / WRP 06-3649-8	NW	N03W02- 62	MP to IP Increase Replacement	Pressure Increase	A	Phase 1-2 out for bid Phase 1-6 out for permit
Amberley Village Imp. -3212-7 / CWA	C	N3E1-63	1,300" of 2"PI IP 400" of 6" PI IP Abandon 3 Sys. Sta.	Eliminate 3 problem stations.	CC	Completed March 2007

**Regulated Businesses Unit Value Creation Machine:**  
**Customers \* Operations \* Regulatory Initiatives \* Employees \* Financial Performance**

<b>TUCKY</b>						
Walton by-pass / CTL 99-3608-9 Bud.	S	S6W2-41	12,000' of 6"S-F/L	Complete F/L AM3, obtain R/W.	A	Preliminary layout stage. Schedule 2008 Co. crew. Scheduling w/mgrs.
North Bend Rd / CTL 02-7008-2	S	S01W03- 25	15,000' 8" Pl. HP	Street Improvement	A	In design, out for bid in May.
PEACHTRE / WRP 05-7387-3	S	S02W02- 30	2,760' of 24" S. F/L	Replacement / AM7	A	In design, in drafting May 9

• **Mains & Services:**

**2007 Contractor Construction Weekly Report**

	<b>Date</b>	<b>5/9/2007</b>	
	Ohio	Kentucky	Total
<b>2007 Main - MEA, PRI, RPL, STA, STI</b>			
Projected (Ft)	33040	24909	57949
Completed (Ft)	17905	15704	33609
Progress from previous week (Ft)	779	281	1060
Remainder to complete (Ft)	15135	9205	24340
Number of weeks to 12/5	31	31	31
Footage needed weekly	488	297	785
<b>2007 - Main AMRPMOD, AMRPRPL, AMRPSTI</b>			
Projected (Ft)	291192	67098	358290
Completed (Ft)	116711	40549	157260
Progress from previous week (Ft)	9343	2410	11753
Remainder to complete (Ft)	174481	26549	201030
Number of weeks to 12/5	31	31	31
Footage needed weekly	5628	856	6485
<b>2007 M-C</b>			
Projected	8165	2205	10370
Completed	2551	1190	3741
Progress from previous week	194	38	232
Remainder to complete	5614	1015	6629
Number of weeks to 12/5	31	31	31
M-C Services needed weekly	181	33	214

**Regulated Businesses Unit Value Creation Machine:**  
**Customers \* Operations \* Regulatory Initiatives \* Employees \* Financial Performance**

**2007 C-M**

Projected	6404	1702	8106
Completed	870	461	1331
Progress from previous week	132	32	164
Remainder to complete	5534	1241	6775
Number of weeks to 12/5	31	31	31
C-M Services needed weekly	179	40	219

**Customers**

- Customer Engineering Report – To date in 2007, 18 jobs involving greater than 2" main-to-curb portions of the service and 42 non-standard jobs involving meter and regulator sets have been received.
- LaFarge Meter – A 6 inch Daniels Seniorsonic multi-path ultrasonic meter was installed to measure gas for LaFarge in Silver Grove, Kentucky. This is the first ultrasonic meter installed in our service territory.

Work Order Data		Status		Priority		Amount	
Job No:	06-1036-0	Var:	C5955	P	2.00	180.00	172.00
Job No:	65	Project:	G7REPL	Activity:	RPL		
Comp:	070	Project:	G7REPL	Activity:	RPL		
Date App:	3/6/2006	WOS:	CO	CO:	9/6/2006		
SZ:	2	Var:	172.00	Var:	P		
Job Name:	LOCUS	Job No:	06-1036-0	Job No:	06-1036-0		
Location:	MU002	Job No:	06-1036-0	Job No:	06-1036-0		
Collab:	3,000.00	Collab:	3,000.00	Collab:	3,000.00		
Comat:	800.00	Comat:	800.00	Comat:	800.00		
Entlab:	0.00	Entlab:	0.00	Entlab:	0.00		
Paylab:	800.00	Paylab:	800.00	Paylab:	800.00		
Other:	2,000.00	Other:	2,000.00	Other:	2,000.00		
GRAND TOTAL:	5,904.24	GRAND TOTAL:	5,904.24	GRAND TOTAL:	5,904.24		
Total:	12,504.24	Total:	12,504.24	Total:	12,504.24		
Check Total:	12,504.24	Check Total:	12,504.24	Check Total:	12,504.24		
Relimb Est:		Relimb Est:		Relimb Est:			
Total Actual:	11,357.70	Total Actual:	11,357.70	Total Actual:	11,357.70		
Overrun Comments: (Note: Use Shift F2 to enter the proper edit mode for comments)							
Comments Updated: 3/6/2006 11:24:14 AM							
WdNote:							

		Level				Achieved	Notes	
KPI	Tracking	1	2	3	Weight	Actual Results	(enter 1,2,3)	Rating re: accomplishing this KPI
FINANCIAL PERFORMANCE - 30%								
Total Expense	O&M Budget to Actual	.5% over budget	Budget	2% under budget	10%			0.00
Capital Expenditures	Capital Budget to Actual	At Budget	2% under budget	4% under budget	10%			0.00
AMRP Capital Expenditures	Monthly Report	+2% / -4%	+/-2%	+/-1%	10%			0.00
OPERATIONAL EXCELLENCE - 40%								
Attention Area	Excel	Complete 65% of 2007 work (2007 survey)	Complete 75% of 2007 work (2007 survey)	Complete 85% of 2007 work (2007 survey)	10%			0.00
trouble shooting & testing to eliminate anomalies that negatively affect CP system								
Pipeline Integrity Management Program	Monthly Report	Conduct integrity assessments for 80% of scheduled pipelines	Conduct integrity assessments for 90% of scheduled pipelines and mitigate all defects	Conduct integrity assessments for 100% of scheduled pipelines, mitigate all defects	5%			0.00
Bethel Project	Application Date	70% of easements purchased by 12/31/07	80% of easements purchased by 12/31/07	90% of easements purchased by 12/31/07	10%			0.00
Issue all System Pressure Improvements	Paradox Report	By 6/1/2006	By 5/19/2006	By 5/1/2006	10%			0.00
Completion of Pressure Increases	All Pressure Increases CC by Nov. 21	All Pressure Increases CC by Nov. 1	All Pressure Increases CC by Oct. 15	5%				0.00
CUSTOMER VALUE - 15%								
JD Power Residential Overall	20%	60%	80%	5%				0.00
Gas Utility Survey Satisfaction								

# Gas Engineering - Gary Hebbeler 2007 KPI's

		Level				Achieved	Notes
KPI	Tracking	1	2	3	Weight	Actual Results	(enter 1,2,3) Rating re: accomplishing this KPI
CIBS Projects Placed Paradox Report into Smallworld							
		Within 40 days of receiving completed drawings	Within 35 days of receiving completed drawings	Within 30 days of receiving completed drawings	5%		0.00
Reliability - percent Reduction over 2006 (Gas Mains & Services - leaks repaired)							
	Monthly Leak Report	-4.5%	-7.5%	-10%	5%		0.00
Safety Value - 15%							
TICR	Monthly Safety Statistics	2	1.99	1.89	5%		0.00
LWCR	Monthly Safety Statistics		0.25		5%		0.00
Preventable	Monthly Safety Statistics	8			5%		0.00
					100%		0.00



N. Kemper

3-1-07

3/1/2007

## OVER-RUN REPORTS

## OHIO

#	<u>Job Number</u>	<u>Job Title</u>	<u>Corp</u>	<u>Sponsor</u>	<u>Type</u>	<u>Tab</u>
1	02-1114-4	Jackson St	10	JAM	RPL	CIMOS
2	01-1002-3	Birney Ln	10	JBL	RPL	CIMOS
3	01-1076-7	Ault View	10	JBL	RPL	CIMOS
4	02-1089-8	Berwick	10	JBL	RPL	CIMOS
5	00-1118-9	Dane	10	JBL	RPL	CIMOS
6	00-1068-6	Bramble	10	JBL	RPL	CIMOS
7	01-1069-2	Grove	10	CWA	RPL	CIMOS
8	02-1116-9	Covedale Ave	10	JBL	RPL	CIMOS
9	00-1140-3	Flemming	10	JBL	RPL	CIMOS
10	01-1137-7	Parkland	10	JBL	RPL	CIMOS
11	02-1093-0	Mulberry	10	JBL	RPL	CIMOS
12	02-1077-3	Beekman	10	JBL	RPL	CIMOS
13	02-1079-9	Colerain	10	JBL	RPL	CIMOS
14	00-1062-9	Pine	10	JBL	RPL	CIMOS
15	01-1074-2	Cassett	10	JBL	RPL	CIMOS
16	00-1009-0	Waycross Rd	10	JBL	RPL	CIMOS
17	01-1034-6	Sutton	10	JBL	RPL	CIMOS
18	02-1076-5	Northland	10	JBL	RPL	CIMOS
19	02-1128-4	Thrush Ct	10	JBL	RPL	CIMOS
20	02-1080-7	Dixmyth	10	JBL	RPL	CIMOS
21	02-1071-6	Grand	10	JBL	RPL	CIMOS
22	01-1005-6	Burton	10	JAM	RPL	CIMOS
23	00-1018-1	Ronald Dr	10	JAM	RPL	CIMOS
24	01-1021-3	Macready	10	JAM	RPL	CIMOS
25	01-1075-9	Bickel	10	WRP	RPL	CIMOS
26	03-1016-9	Grand	10	DJS	RPL	CIMOS
27	01-1126-0	Locust St	10	JBL	RPL	CIMOS
28	03-1098-7	Cindy Ln Upgrade	10	JBL	RPL	CIMOS
29	03-1112-6	Western Hills Plaza	10	JBL	RPL	CIMOS
30	02-1112-8	Mariemont Module	10	JBL	RPL	CIMOS
31	02-1084-9	Lyle	10	JBL	RPL	CIMOS
32	02-1119-3	Cooper N	10	JBL	RPL	CIMOS
33	02-1027-8	Stark	10	JBL	RPL	CIMOS
34	02-1088-0	Cooper	10	JBL	RPL	CIMOS
35	02-1054-2	Wetherby	10	JBL	RPL	CIMOS
36	02-1067-4	Springfield Pk	10	JBL	RPL	CIMOS
37	02-1087-2	Ravine	10	JBL	RPL	CIMOS
38	02-1070-8	Brushwood	10	JBL	RPL	CIMOS
39	02-1120-1	Forest Ave	10	JBL	RPL	CIMOS
40	02-1118-5	Willow	10	JBL	RPL	CIMOS
41	00-1141-1	Mignon	10	JBL	RPL	CIMOS
42	01-1125-2	Chelsea Pl	10	JBL	RPL	CIMOS
43	01-1128-6	Neeb Rd	10	JBL	RPL	CIMOS
44	00-1061-1	Woodlawn	10	JBL	RPL	CIMOS
45	02-1090-6	Findlay	10	JBL	RPL	CIMOS

46	03-1036-7	Manass	10	JBL	RPL	CIMOS
47	03-1030-0	Jefferson	10	JBL	RPL	CIMOS
48	03-1094-6	Carpenter	10	JBL	RPL	CIMOS
49	03-1080-5	Lafayette	10	JBL	RPL	CIMOS
50	03-1040-9	Taft	10	JBL	RPL	CIMOS
51	04-1105-8	Clough	10	KJR	RPL	CIMOS
52	04-1145-4	Cherry St	10	JBL	RPL	CIMOS
53	03-3606-5	C320 Phase 2	10	WJR	PRI	CIMOS
54	04-1106-6	Congress	10	KJR	RPL	CIMOS
55	04-1104-1	Broadway	10	JAM	RPL	CIMOS
56	05-1199-8	Matson and Plainfield	10	WJR	RPL	CIMOS
57	04-1051-4	Elm	10	JBL	RPL	CIMOS
58	05-1026-3	Willow	10	JBL	CEX	CIMOS
59	04-1148-8	St Martins	10	JBL	CEX	CIMOS
60	05-1004-0	Minto	10	JBL	CEX	CIMOS
61	05-1002-4	Wilshire	10	JBL	CEX	CIMOS
62	05-1053-7	Madison	10	JBL	CEX	CIMOS
63	04-1034-0	Westview	10	JBL	CEX	CIMOS
64	03-7407-4	Plainville - Murray - Wat	10	WRP	CEX	RPL

1	98-7007-2	Colerain Ave	10	WRP	STI	STI
2	98-7011-4	Colerain Ave	10	WRP	STI	STI
3	01-7352-6	Oak St Watermain -Leba	10	CWA	STI	STI
4	01-7366-6	Cox Rd Imp.	10	JAM	STI	STI
5	01-7297-3	Disney Development	10	BCK	STI	STI
6	01-7349-2	Markley Rd Bridge Rep	10	WJR	STI	STI
7	01-7317-9	Ayershire Sunray Wils.	10	WJR	STI	STI
8	00-7481-5	Grove Ave Sewer Wyoming	10	WRP	STI	STI
9	01-7344-3	Forest Park Subdivision	10	WJR	STI	STI
10	01-7456-5	Elm Ave - Wyoming	10	WRP	STI	STI
11	99-7147-4	Erie Ave Bridge Replacement	10	GJH	STI	STI
12	02-7282-3	Southern St Imp Reading	10	WJR	STI	STI
13	01-7229-6	CLE-131-2.97	10	WJR	STI	STI
14	01-7536-4	North College Hill Sewer	10	WRP	STI	STI
15	00-7390-8	Herron St Improvement	10	JBL	STI	STI
16	01-7458-1	Mills Ave E Imp Wyoming	10	WRP	STI	STI
17	01-7499-5	Broadway Street Water Main	10	JAM	STI	STI
18	01-7126-4	Mehring Way Imp	10	WJR	STI	STI
19	02-7378-9	Mills W/Wyoming	10	WRP	STI	STI
20	00-7117-5	Mt Washington Street	10	WJR	STI	STI
21	03-7218-5	Colinsdale Ave Imp.	10	WJR	STI	STI
22	03-7108-8	Desales Corner Strtscape	10	WJR	STI	STI
23	03-7367-0	Washington Ave Imp.	10	WJR	STI	STI
24	03-7453-8	Elizabeth St Imp.	10	WRP	STI	STI
25	03-7218-5	Collinsdale Ave Imp.	10	WJR	STI	STI
26	03-7108-8	Desales Corner Strtscape	10	WJR	STI	STI
27	03-7367-0	Washington Ave Imp.	10	WJR	STI	STI
28	03-7453-8	Elizabeth St Imp.	10	WRP	STI	STI
29	04-7254-8	North Bend and Hamilton	10	CWA	STI	STI
30	99-7116-9	Queen City Realignment	10	WRP	STI	STI
31	03-7337-3	Reading Rd Streetscape	10	WJR	STI	STI
32	03-7112-0	Pleasant Ridge Street Scape	10	WJR	STI	STI
33	01-7344-3	Forest Park Subdivision	10	WJR	STI	STI

34	04-1126-4	Snider Rd F/L "UU"	10	JBL	STI	STI
35	05-7111-7	Kingsview Bridge	10	JBL	STI	STI
36	05-7328-7	Elizabeth St IMP Phase	10	WRP	CEX	STI
37	01-7135-5	Hamilton Strscape /Col	10	WRP	CEX	STI
38	03-7453-8	Elizabeth St Imp.	10	WRP	CEX	STI
39	05-7424-4	Plainfield Rd	10	JEB	CEX	STI
1	05-8326-0	2005 CIBS Module 326	10	DJS	CEX	MODULES
2	05-8338-5	2005 CIBS Module 338	10	DJS	CEX	MODULES
3	04-1075-3	Wyoming Ave	10	DJS	CEX	MODULES
4	04-1147-0	Baywood	10	DJS	CEX	MODULES
5	04-1132-2	Mears Ave	10	DJS	CEX	MODULES
6	04-1134-8	Remington Rd	10	DJS	CEX	MODULES
7	04-1115-7	Quebec Rd	10	DJS	CEX	MODULES
8	05-8451-6	2005 CIBS Module 451	10	DJS	CEX	MODULES
9	02-8227-7	CIBS Module 227	10	DJS	CEX	MODULES
1	02-3611-7	Rt 741	10	WRP	PRI	PRI

OVEROH  
M:\

of 4-30-07

Exempt (23)

Chris Ampfer  
 Vince Andres  
 Kathy Auer  
 John Betsch  
 Dave Bortnem  
 Dave Brodbeck  
 Steve Burch (last day 4-30-07)  
 Jim Callahan  
 Ken Finke  
 Joe Hall  
 Gary Hebbeler  
 Mike Hoffer  
 Don Holtman  
 Nancy Kemper  
 Chris Lange  
 Joe Lovell  
 Rick Mack  
 Laura Mate  
 Ralph Pfister  
 Bill Roth  
 Dan Schuler  
 Jeff Smith  
 Sam Vessel

Inspectors (2)

(contractors)  
 Jim Parker (GJH)  
 Roy Daines (GJH)

UWUA / IUU Local 600 (21)

Ed Ackerson  
 Mark Branscum  
 Walt Dobbins  
 Tom Franck  
 Denise Gross  
 Randy Hisle  
 Chris Hooley  
 Bill Hctor  
 Jim Hurtt  
 Vickie Kent  
 Elizabeth Martin  
 Deborah Mays  
 Holly McLaughlin  
 Valerie McQueen  
 Jeff Mohr  
 Ed Pamer  
 Linda Piccirillo  
 Rosemary Quick  
 Connie Smith  
 Steve Tom  
 Lori Turner

CorrosionUWUA / IUU Local 600 (6)

Chris Bradley  
 Ken Banks  
 Chris Hageman  
 Tom Heck  
 Mike Reed  
 Jeremy Gibson

CorrosionUSW 12049 (3)

Vaughn Patterson  
 Melinda Smith  
 Ralph Hageman

Corrosion Co-ops (0)Corrosion Summer Students (0)Gas Engineering Co-ops (1)

Jennifer Curran

Contractors (7)

Walter McCoy (HL Yoh)  
 Chris Jancowskis (GPA)  
 Chris Greulich (GPA)  
 Kelly Coy (GPA)  
 Eric Mentrup (GPA)  
 Kurt Lorey (GPA)  
 Wayne Evans (GPA)

CIBS Contractors (2)

Paul Ziegler (GJH)  
 Jim Bax (GJH)

Contractor at Brecon for Bethel (1)

Dale Liggett (GJH)

Gas Eng Summer Student (0)Gas Eng Summer Intern (0)

Gas Eng Summer Youth  
 Employment Initiative (0)

As of 4-30-07

Contractor Construction

Management (Exempt = 8) 7

Steve Farley  
Billy Cargile  
Mike Fish  
Don Sizemore  
Mark Prebble  
Mike Maschmeyer  
Chuck Allen (remove from list???) — to EAM  
Jim Dettone

USW 12049 (32) 31

Mike Blum  
Mike Reed  
Earl Essert  
Dave Boles  
Tom Sweitzer  
Kevin Adkins  
Larry Collins  
Fred Johnson  
Don Goff  
Frank Blauvelt  
Bob Merkel  
Jeff Klei  
Tony Meyer  
Greg James  
Wayne Maynard  
Kevin Malone  
Robert Smyth  
Dave Ruter  
Jimmie Sims  
Cliff Mericle  
Fred Phillips  
Kevin Hall  
Denny Sizemore  
Dan Fry  
Mary Kuhl  
Rick Waller  
Mike Wagner  
Mike McAlpin  
Barry Backscheider  
Ken Jones  
~~Tom Stratman~~  
Dan Doyle

Retired

USW 5541 (4)

Kenneth Steele  
Robert Bowling  
Scott Newkirk  
Chris Snively

By: Cont		Status: Not Assigned							
04-1014-2		Cont		Not Assigned					
Type:	Reason:								
OBX	OBX	OBX	OBX	OBX	OBX				
Status:	Status:								
A	OBX								
Supervisor		Department		Year		Group		Responsible	
				2007		AMRPMOD			
Supervisor Protection and Updates		Use B1		Use B1					
Length	M/C	OBX	OBX	OBX	OBX	OBX	OBX		
Use Summary and/or Protection and Updates to generate the report									
Primary Contractor						PIB Owner/End User			
Comments:									

[illegible]

CONCOMP

Contractor vs. Company Crew  
Service Renewal Comparison

<u>Month</u>	<u>CONTRACTOR</u>			<u>COMPANY</u>		
	<u>CIBS</u>	<u>CIMOS</u>	<u>Total</u>	<u>CIMOS</u>	<u>LEAKS</u>	<u>Total</u>
January	485	26	511		47	47
February	336	18	354		99	99
March	1022	38	1060		99	99
April			0		0	0
May			0		0	0
June			0		0	0
July			0		0	0
August			0		0	0
September			0		0	0
October			0		0	0
November			0		0	0
December			0		0	0
	1843	82	1925	0	245	245
			89%			11%
CONCOMP07						
					Total =	2,170



959

CIBS			CIBS												
			J	F	M	A	M	J	J	A	S	O	N	D	
10	G11	Georgetown	0	0	0										
10	G14	Glendale	2	5	69										
10	G15	Eastern Ave	61	71	275										
10	G32	Todhunter	8	23	58										
10	G82	Dana Ave	37	18	96										
10	G84	Little Miami	0	0	0										
10	GMH	Monfort Heights	203	102	196										
10		<b>Total</b>	<b>311</b>	<b>219</b>	<b>694</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1224</b>
70	GCA	19th & Augustine	174	117	328										
70	GCF	Florence	0	0	0										
70	GCS	Cold Springs	0	0	0										
70		<b>Total</b>	<b>174</b>	<b>117</b>	<b>328</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>619</b>

CIMOS			CIMOS												
			J	F	M	A	M	J	J	A	S	O	N	D	
10	G11	Georgetown	0	0	0										
10	G14	Glendale	0	0	0										
10	G15	Eastern Ave	2	0	5										
10	G32	Todhunter	23	6	9										
10	G82	Dana Ave	0	7	0										
10	G84	Little Miami	0	0	0										
10	GMH	Monfort Heights	1	5	24										
10		<b>Total</b>	<b>26</b>	<b>18</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>82</b>
70	GCA	19th & Augustine	0	0	0										
70	GCF	Florence	0	0	0										
70	GCS	Cold Springs	0	0	0										
70		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

CIMOS C&M			C&M CIMOS												
			J	F	M	A	M	J	J	A	S	O	N	D	
10	G11	Georgetown	0	0	0										
10	G14	Glendale	0	0	0										
10	G15	Eastern Ave	0	0	0										
10	G32	Todhunter	0	0	0										
10	G82	Dana Ave	0	0	0										
10	G84	Little Miami	0	0	0										
10	GMH	Monfort Heights	0	0	0										
10		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
70	GCA	19th & Augustine	0	0	0										
70	GCF	Florence	0	0	0										
70	GCS	Cold Springs	0	0	0										
70		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

LEAKS			LEAKS												
			J	F	M	A	M	J	J	A	S	O	N	D	
10	G11	Georgetown	0	0	0										
10	G14	Glendale	0	10	2										
10	G15	Eastern Ave	21	28	32										
10	G32	Todhunter	1	0	20										
10	G82	Dana Ave	0	0	0										
10	G84	Little Miami	0	15	9										
10	GMH	Monfort Heights	14	28	28										
10		<b>Total</b>	<b>36</b>	<b>81</b>	<b>91</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>208</b>
70	GCA	19th & Augustine	4	11	6										
70	GCF	Florence	7	7	2										
70	GCS	Cold Springs	0	0	0										
70		<b>Total</b>	<b>11</b>	<b>18</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>37</b>

2170

## 07 services

Resp Ctr	Residential												Percentage	
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
G11 Georgetown	0	0	0										0	0.00%
G14 Glendale	4	0	1										5	0.65%
G15 Eastern Ave	46	23	35										104	13.61%
G32 Todhunter	111	68	102										281	36.78%
G82 Dana Ave	0	0	0										0	0.00%
G84 Little Miami	22	9	24										55	7.20%
GCA 19th & Augustine	0	0	0										0	0.00%
GCF Florence	101	47	90										238	31.15%
GMH Monfort	0	0	0										0	0.00%
GCS Cold Springs	38	17	26										81	10.60%
													784	
	Commercial													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
G11 Georgetown	0	0	0										0	
G14 Glendale	5	1	2										8	
G15 Eastern Ave	2	4	2										8	
G32 Todhunter	9	5	3										17	
G82 Dana Ave	0	0	0										0	
G84 Little Miami	6	1	1										8	
GCA 19th & Augustine	0	0	0										0	
GCF Florence	3	4	2										9	
GMH Monfort	0	0	0										0	
GCS Cold Springs	4	0	6										10	
													60	
	Industrial													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
G11 Georgetown	0	0	0										0	
G14 Glendale	0	0	0										0	
G15 Eastern Ave	0	0	0										0	
G32 Todhunter	0	0	0										0	
G82 Dana Ave	0	0	0										0	
G84 Little Miami	0	0	0										0	
GCA 19th & Augustine	0	0	0										0	
GCF Florence	0	0	0										0	
GMH Monfort	0	0	0										0	
GCS Cold Springs	0	0	0										0	
													0	
													824	
	Renews													
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec		
G11 Georgetown	0	0	0										0	0.00%
G14 Glendale	2	15	71										88	4.08%
G15 Eastern Ave	84	99	312										495	22.81%
G32 Todhunter	32	29	87										148	6.82%
G82 Dana Ave	37	25	96										158	7.28%
G84 Little Miami	0	15	9										24	1.11%
GCA 19th & Augustine	178	128	334										640	29.49%
GCF Florence	7	7	2										15	0.74%
GMH Monfort	218	135	248										601	27.70%
GCS Cold Springs	0	0	0										0	0.00%
													2170	
2007serv														

## Monthly Main Repair Totals w/o TPD

<u>2007</u>													YTD Totals
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	
Ohio	92	108	69										269
Kentucky	10	13	12										35
Totals	102	121	81	0	0	0	0	0	0	0	0	0	304

<u>2006</u>													YTD Totals
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	
Ohio	69	82	120	55	48	57	34	56	44	46	77	62	750
Kentucky	13	11	12	18	7	7	5	10	13	3	8	4	111
Totals	82	93	132	73	55	64	39	66	57	49	85	66	861

RENREPT07

5/9/2007								
	<b>2007 Service Renewals</b>							
	<b>Main to Curb</b>							
<b>Month</b>	<b>April</b>							
			DW	DW	C&M	C&M		
<b>Resp. Ctr.</b>	<b>Location</b>		<b>CIBS</b>	<b>CIMOS</b>	<b>CIMOS</b>	<b>LEAKS</b>		<b>TOTAL</b>
G11	Georgetown							0
G14	Glendale		197					197
G15	Eastern Ave		587	14				601
G32	Todhunter		114	7				121
G81	Lawrenceburg							0
G82	Dana Ave		127					127
G84	Little Miami			2				2
GCA	19th & Augustine		438					438
GCF	Florence			4				4
GCS	Cold Springs							0
GMH	Monfort Helghts		233	40				273
	<b>TOTAL</b>		<b>1696</b>	<b>67</b>	<b>0</b>	<b>0</b>		<b>1763</b>
RENREPT07								

**2005 Ohio C.P. Service**

ID # 31075893

Suburb Hartwell Community CINCINNATI

map# N03E0121

Street Name: BEECHRIDGE DR Kind of Pipe copper

Riser Kind copper

Address 262 BEECHRIDGE DR Date Installed 1/1/2000

Curb to meter Read 1st \_\_\_\_\_

Riser Read 1st \_\_\_\_\_

Anode Installed Yes ☐ No ☐Riser Shorted Yes ☐ No ☐

Curb to meter Read after Anode installed \_\_\_\_\_

Riser Read after Anode installed \_\_\_\_\_

Riser Read after Riser Insulated \_\_\_\_\_

Total Footage \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_

Employee Number \_\_\_\_\_

Name \_\_\_\_\_

DUKE ENERGY  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION  
GAS COMMERCIAL OPERATIONS DEPARTMENT  
SFR Reference: Chapter II(B)(9)(a)(i,ii,iii)

I. Policies and Goal Setting

The policies of the Gas Commercial Operations Department (Department) evolve from and support the objectives of the Company. The General Manager, Gas Commercial Operations, implements the policies and objectives under the direction of the Senior Vice-President, Gas Operations. These include policies regarding purchases of natural gas and upstream capacity, and providing gas transportation service for end users. The Department also supports the corporate policies and objectives through department directives, procedures and practices.

The goals of the Department are designed to support the goals of Gas Operations and business plan of the US Franchised Electric & Gas (US Franchised E&G). Determination of the objectives and goals is based on a decision process involving the Senior Vice-President, Gas Operations; the General Manager, Gas Commercial Operations; and the staff of the Department. The internal criteria used in the decision process include, among others, the US Franchised E&G business plan and the Load Forecasting Department's Gas Load Forecast. External criteria include energy market trends, projected demand for natural gas versus supply availability, availability of interstate pipeline capacity, interstate pipelines' tariffs, federal and state regulatory trends, and input from external consultants, including recommendations from auditors appointed by state regulatory commissions. The Ohio/Kentucky Gas Operations goals and objectives are attached as Exhibits GCO-2 and CGO-3 respectively.

Duke Energy Ohio's primary objectives in securing natural gas for its firm sales customers are: (1) to purchase a reliable source of gas, (2) secure firm interstate pipeline capacity in order to transport the gas during extreme weather conditions, and (3) to purchase and transport the gas at an optimal cost, with significant consideration for minimizing price volatility for customers and supply diversity.

It is also Duke Energy Ohio's policy to transport customer-owned gas, through its existing distribution piping system, provided that:

- The customer meets Duke Energy Ohio's eligibility requirements listed in Duke Energy Ohio's tariffs for transportation services;
- The customer accepts and signs Duke Energy Ohio's transportation contract;

- All gas purchased and transported through an interstate pipeline to Duke Energy Ohio's city gate by the customer, or customer's supplier or agent, is in accordance with the Federal Energy Regulatory Commission's rules and regulations; and
- The service for higher priority customers is not adversely affected by providing transportation service.

Review of these objectives and policies is continuous and revisions are made at least annually. Some may be revised more frequently based on their sensitivity to changing economic and market conditions.

## II. Strategic Planning

The Department's plan for securing gas supply and pipeline capacity is discussed in The Cincinnati Gas & Electric Company's 2005 Long-Term Forecast Report for Gas Demand, Gas Supply, and Facility Projections which was filed with the Public Utilities Commission of Ohio on May 26, 2005, and includes The Cincinnati Gas & Electric Company's Gas Supply Strategic Plan.

## III. Organizational Structure

A General Manager who reports directly to the Senior Vice-President, Gas Operations, heads the Department. Gas Commercial Operations consists of:

- Gas Transportation & Customer Services;
- Gas Procurement & Administrative Services;
- Gas Rates & Transportation Programs;
- KO Transmission Administration; and
- Gas Control and Technical Services.

The organizational structure is presented on Exhibit GCO-1.

## IV. Responsibilities

The Department has the responsibilities of ensuring that the Company has a sufficient quantity of natural gas and regulating the flow of gas through the feeder/distribution system. In addition, Gas Commercial Operations analyzes future gas consumption and supply levels, controls the liquid propane storage facilities, and indicates when to produce gas from the storage facilities for peak shaving purposes and procures propane feedstock. Gas Commercial Operations ensures compliance with regulations that relate to the procurement, transportation and production of gas supplies.



The Gas Commercial Operations Department also has the responsibility of negotiating transportation agreements and storage contracts with interstate pipeline gas transportation companies, negotiates NAESB gas supply contracts with producers and marketers, and negotiates asset management agreements. It also markets, administers and complies with the federal regulation of KO Transmission Company, an interstate gas pipeline subsidiary of Duke Energy Ohio. In addition, this Department provides supply forecasting, analysis of gas costs and customer requirements, cash reporting, various statistical reports, and rate case work.

Gas Commercial Operations is also responsible for monitoring all Federal and State legislative and regulatory actions involving gas supply matters, intervening when appropriate. This Department also mediates service levels and costs with pipeline suppliers.

The Gas Control area of Gas Commercial Operations is responsible for measuring, monitoring, and operating the gas feeder/distribution system. This division also measures and controls supplier gas coming into the system, checks for correct pressures at all levels of the system, regulates this pressure through a series of remote and manual regulators, manages the interlocking systems of mains throughout the distribution system, and ensures that natural gas is readily detectable (odorized).

The Transportation and Customer Services area of Gas Commercial Operations provides numerous services to gas transportation customers and suppliers, as necessary, to monitor the viability of gas transportation services for our customers. Specific items include, but are not limited to: nomination confirmations, transporting, balancing, billing, load forecasting, and education regarding gas transportation tariffs and processes utilized to implement the tariffs. Each Rate IT customer is assigned to an Account Manager, who is responsible for all account management functions associated with servicing these customers' gas transportation accounts.

#### V. Practices and Procedures

The practices and procedures of the organization are continually being formulated and refined to provide the necessary guidelines for all personnel in meeting the goals and objectives of the organization and the Company.

Because of the dynamic changes in the gas industry both at the federal and state level, the Gas Commercial Operations Department's practices and procedures are reviewed and revised continuously to assure that all functional areas are operating at maximum efficiency and in compliance with all applicable laws and regulations.

Specific duties of the Gas Commercial Operations Department include, but are not limited to:

- Effectively manage gas supply portfolio, including propane peaking plants, to meet customer requirements;
- Effectively manage the distribution and transportation of gas to customers, including management of the interruptible transportation program;
- Represent the Company before State and Federal Regulatory Agencies on gas supply, cost, and interstate pipeline matters;
- Prepare and maintain gas operations budgets including gas supply and cost forecasts and operating and maintenance;
- Purchase natural gas supply and interstate pipeline transportation capacity; verify invoices and process accounts payable;
- Coordinate the transportation programs needed to effectuate the delivery of gas between supplier and end user;
- Measure, monitor, and operate the gas feeder/distribution system;
- Maintain pressure-regulating facilities; and
- Work with governmental agencies, industry associations and interstate pipeline companies to develop processes to be implemented in the event of emergencies, such as significant interruptions to the delivery of gas.

#### VI. Decision Making and Control

In making decisions, recommendations and information are received by the General Manager, Gas Commercial Operations from the direct reports. The General Manager initiates action after discussion with and approval from the Senior Vice-President, Gas Operations. The Group Executive & President of US Franchised E&G is consulted as deemed appropriate.

The individual direct reports of the General Manager, Gas Commercial Operations, make day-to-day operational decisions that are within the framework of existing policies, strategies, and procedures.

Compliance is monitored internally and externally by State and Federal regulatory agencies. In particular, every two years, an outside auditor selected by the PUCO audits the Gas Purchasing Policies and Practices of the Company extensively. The results of these audits are submitted to the PUCO.

#### VII. Internal and External Communication

As a means of assisting in the decision making process, both internal and external communications are maintained. Internal communications are accomplished within the department by the preparation of weekly status reports, informal meetings, periodic staff meetings and daily discussions. Also, internally, discussions and input

are obtained as needed from the Gas Construction and Maintenance, Gas Engineering, Gas Performance Support, Rate and Legal Departments.

External communications are very important in the decision process and consist of close association with outside legal personnel, consultants, and representatives of other pipeline and distribution companies. Also, the Gas Commercial Operations Department actively monitors proceedings before state and federal regulatory agencies on gas supply and transportation matters. This activity greatly enhances the decision-making capabilities of the department by making available to the Company knowledge of many gas supply options.

Information that our customers and the general public need to know is passed on using the local media.

#### VIII. Goal Attainment and Qualification

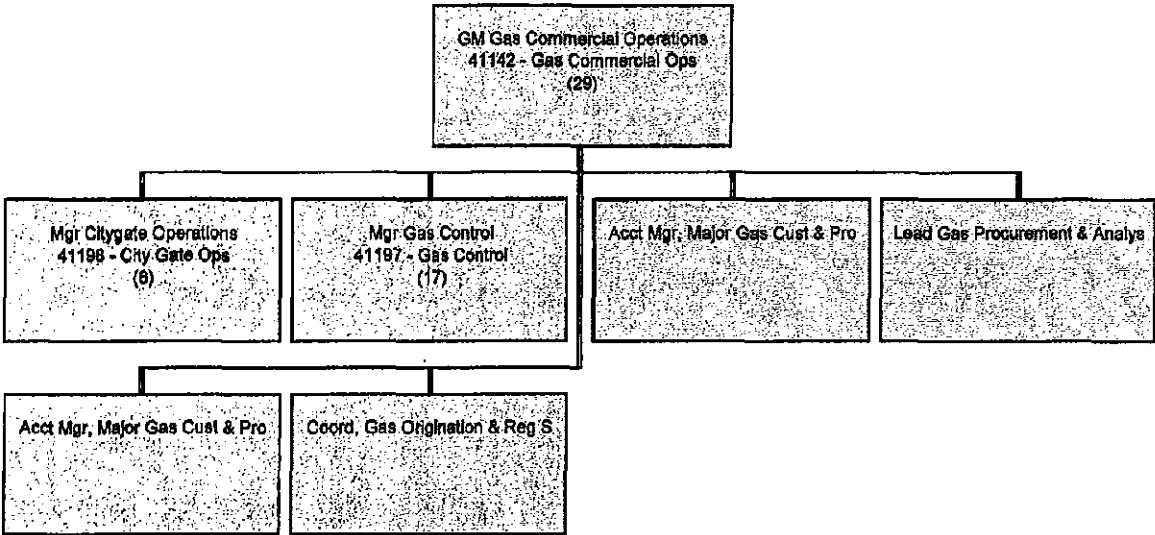
The Gas Commercial Operations Department uses actual gas costs compared to other gas LDCs in the State of Ohio as a benchmark. Duke Energy Ohio compares its actual annual gas costs per Mcf sales to the average of the actual annual gas cost per Mcf sales of two of the other three major gas distribution companies in Ohio.

Another measure of success of the Gas Commercial Operations Department is the Financial and Management Performance Audits of Duke Energy Ohio's GCR conducted by the Public Utilities Commission of Ohio on a bi-annual basis.

Department employees are evaluated annually on the attainment of the annual individual key performance measures, which are established in support of department key performance goals.

DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

General Manager Gas Commercial Operations



## **2007 Ohio/Kentucky Gas Operations Objectives**

### **1.) Meet 2007 Financial Targets**

- Meet targets for Gas Ops Non-AMRP O&M and Non-AMRP CAPx
- Achieve Gas Ops AMRP O&M and AMRP CAPx targets

### **2.) Enhance Operational Performance**

- Ensure the operational metrics for Gas Ops are exceeded for safety, service reliability and customer satisfaction
- Ensure Gas Ops is developing and growing net plant and is cross-training, developing and encouraging continuing education of employees
- Identify and implement Interruptible Transportation Billing Program (ITBP) solution
- Ensure the integrity of the natural gas system is maintained through responsible planning, design, construction, operating and maintenance of the system

### **3.) Achieve Regulatory Compliance**

- Ensure the compliance metrics for Gas Ops for regulatory compliance (including environmental), customer complaints, recovery of cost of gas and regulatory treatment for trackers and audits impacting Gas Ops such as AMRP, cost recovery audits and performance management audits are achieved
- Develop 2007 Ohio Gas Rate Case Strategy addressing issues of ownership of curb to meter services, GCR Sales Function and Riser Replacement Report

### **4.) Foster Team Collaboration**

- Develop Training Strategy and implement Training Plan for Gas Ops
- Design and begin implementation phase of FE&G GIS and EAM systems
- Treat employees with respect and provide them the training and tools necessary to perform their work functions in a safe environment

### **5.) Define Employee/Organization Strategy**

- Implement Workforce Planning/Development Strategy
- Identity long-term organization structure for Gas Ops

## Financial Objectives

Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 200%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section
<b>Achieve Duke Energy EPS</b>				
80%	\$1.05	\$1.15	\$1.25	TBD
80%	Financial Objectives Aggregate Results:			

## Leadership Objectives

Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 150%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section
<b>Safety – Gas Operations</b>				
5%	2.09	1.99	1.89	TBD
<b>Reliability - Percent Reduction Gas main &amp; services – leaks repaired</b>				
5%	(4.5%)	(7.5%)	(10%)	TBD

## Customer Satisfaction – Corporate Perceptual Survey

5%	72.8%	75.9%	78.5%	TBD
<b>AMRP Expenditure Target</b>				
5%	2%/-4%	+/-2%	+/-1%	TBD

20%	Individual Objectives Aggregate Results:				TBD
100%	Total Financial Objectives and Individual Objectives Aggregate Results:				TBD

End Results Approved:

Patty Walker

James L. Turner

**Leadership:****Operational Measure 1: Safety (Gas Ops TICR)****Intent**

Gas Operations management, supervision and employees are responsible for safety. The TICR rate is a nationally accepted rate for measuring the success of a safety environment for an organization. Gas Operations management is committed to providing tools and guidance to the organization which positively promotes safety and in turn positively impacts the TICR for Gas Operations. The 2007 safety plan for Gas Operations will be one of the many tools used to promote safe work practices within the organization.

**Rational and Logic for Performance levels**

<b>Minimum:</b>	Gas Operations TICR for year-ended 2006
<b>Target:</b>	5% better than 2006 Gas Operations TICR
<b>Maximum:</b>	10% better than 2006 Gas Operations TICR

**Contact**

Dave Barnes 513-287-2266

**Operational Measure 2: Reliability – percent reduction of leaks repaired on mains and services****Intent**

The overall goal of this metric is to measure the percent reduction of leaks repaired on mains and services. The accelerated main replacement program (AMRP) was developed to enhance the safety and reliability of Gas Operations' system with Cast Iron and Bare Steel pipe having a leak rate of 1.3 leaks per mile of main vs. plastic and coated steel having a leak rate of .05 leaks per mile of main. Gas Operations has replaced pipe segments based on nine priorities with the highest potential for incident being replaced first and then the highest potential for leaks next. The AMRP maintenance annual savings targets established in the tracker were calculated based off the reduction of leaks on mains and services (excluding third party damages).

**Rational and Logic for Performance levels**

<b>Minimum:</b>	4.5% reduction over 2006 leaks repaired
<b>Target:</b>	7.5% reduction over 2006 leaks repaired
<b>Maximum:</b>	10% reduction over 2006 leaks repaired

**Contact**

Sue Gilb 513-287-2752

**Operational Measure 3: FE&G Customer Satisfaction****Intent**

Achieve top quartile performance relative to regional or national customer satisfaction benchmark studies conducted by J.D. Power and TQS Research. The performance philosophy is to achieve between top quartile and top decile rankings among mass residential, mass business, and large business customers. Operating companies and functions are encouraged to include additional measures related to the drivers of customer satisfaction that are more closely aligned to their operational needs and/or specific customer segments they support.

**Rational and Logic for Performance levels****Mass Market Relationship Survey (Residential and Business):**

This survey is conducted monthly for a random sample of customers. To arrive at the 2007 customer satisfaction target scores, the most recent five months of survey results

were averaged to mitigate seasonality bias inherent in 2006 survey data. Observed standard deviations were used to generate 20<sup>th</sup> percentile and 80<sup>th</sup> percentile scores, to be used as the Minimum and Maximum performance thresholds, respectively. Given the lack of direct peer benchmark ratings for monthly results, targets are set using the historical trending information with an implicit tie back to regional benchmark studies. Where historical performance is below top quartile, a continuous improvement plan has been adopted with target scores set at a 10<sup>th</sup> percentile increase above the past year's performance (i.e. 60<sup>th</sup> percentile). Where historical performance is within top quartile, target thresholds are established to maintain top quartile performance.

<b>Minimum:</b>	20 <sup>th</sup> percentile score.
<b>Target:</b>	Maintain top quartile or 60 <sup>th</sup> percentile score.
<b>Maximum:</b>	80 <sup>th</sup> percentile score.

<b>Duke Energy</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73%	76%	79%
Mass Market	64%	74.4%	77.2%	79.4%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Carolinas (60%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		74.9%	77.9%	80.9%
Mass Market	64%	77.6%	80.4%	83.1%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Indiana (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73.0%	75.8%	78.0%
Mass Market	59%	75.1%	77.5%	78.7%
Large Business Market	41%	70.0%	73.5%	77.0%
<b>Duke Energy - Ohio/Kentucky (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		65.9%	69.2%	71.3%
Mass Market	71%	64.3%	67.4%	69.0%
Large Business Market	29%	70.0%	73.5%	77.0%

**Contact**

Tom Osterhus 513-287-2110

**Operational Measure 4: AMRP Expenditure Target**

**Intent**

The Accelerated Main Replacement Program (AMRP) was developed to enhance the safety and reliability of the Gas Operations' system by replacing cast iron and bare steel pipe with plastic pipe. This measure allows Gas Operations to track the dollars being spent by the program and approved by both the Kentucky and Ohio Regulatory Commissions. The metric encompasses capital, O&M, and a maintenance savings dollar amount for Ohio and a capital amount for Kentucky. The maintenance savings dollar amount for Ohio is based on the reduction of leaks on mains and services (as discussed in operational measure 2 above)

**Rational and Logic for Performance levels**

<b>Minimum:</b>	2%/-4% of 2007 Budget for AMRP in OH/KY
<b>Target:</b>	+/-2% of 2007 Budget for AMRP in OH/KY
<b>Maximum:</b>	+/-1% of 2007 Budget for AMRP in OH/KY

**Contact**

Nancy Kemper 513-287-2859



**A Note on Safety:**

In addition, to recognize management's critical role in building a zero-injury culture with a focus on preventing safety incidents, a safety objective for company leaders will be based on the Duke Energy company wide TICR (total incident case rate) goal for 2007. Total incident case rate is a common industry standard used to measure safety performance. The threshold goal for 2007 will be 1.67. The target goal will be 1.43.

Under this safety objective, if Duke Energy does not meet the minimum TICR, company leaders' short-term incentive plan (STIP) payouts will be reduced by five percent (similar to the zero-fatalities incentive program in 2006). If we meet the target TICR, LTIP participants will receive their STIP payouts without penalty. (Performance between the two levels will be interpolated.) This additional emphasis on safety for company leaders highlights the importance of management's role in setting expectations regarding safety and serving as role models for other employees.

DUKE ENERGY  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION  
GAS CONSTRUCTION & MAINTENANCE MANAGEMENT DEPARTMENT  
SFR Reference: Chapter II(B)(9)(a)(ii,viii)

I. Policy and Goal Setting

The primary responsibility of the Gas Construction & Maintenance Management Department (Department) is to install, operate, and maintain distribution facilities for the delivery of gas from the supplier and/or company's plants and storage facilities to the customer in a safe, reliable and economical manner. The Department supports the overall goals of the gas operations, as well as, the business plan of US Franchised Electric & Gas (US Franchised E&G). Refer to the overall goals attached as Exhibits CGO-2 and CGO-3.

The Managers of Construction & Maintenance Management regularly meet to develop work plan goals that will enable the department to meet the business plan of Ohio and Kentucky Gas Operations (Gas Operations). These goals are then submitted to the Senior Vice President, Gas Operations to be included as part of the US Franchised E&G business plan.

Goals are reviewed with personnel in each division to assure their support and implementation. To assure continuous attention to goals, they are a large part of the employee performance appraisal system. There are regular staff meetings held with the managers to discuss the progress of the work plan and to identify any potential problems for corrective action. Additionally, there are staff meetings between managers and their supervisors for the same purpose.

The Department, in conjunction with the other operating areas of Gas Operations, including the Senior Vice President, is responsible for the development of practices, policies and procedures for the installation, operation and maintenance of gas facilities. These practices, policies and procedures are reported in the "Gas Operations Standards Manual for Design, Construction, System Operations and

Maintenance.” This manual provides the policies, practices and procedures to department employees engaged in the installation and maintenance of gas facilities.

The Department maintains additional manuals to provide training and technical support for employees. These manuals provide information regarding quality assurance and emergency action to be taken when required. The Department also supports the corporate policies and objectives through the department directives, procedures and practices.

## II. Strategic Planning

Gas Operations planning directly supports the US Franchised E&G Business Plan.

Examples of strategic planning by the Department are:

- Identify, develop and implement new methods and equipment to improve service, and reduce costs;
- Hire, train, and develop company and contractor personnel to perform the job now and to be prepared to do so in the future;
- Analysis of workload verses manpower to maintain flexibility to provide safe, reliable and economic service to our customers and to maintain system integrity;
- To monitor the condition of the gas system to identify areas that warrant replacement, upgrading, etc. to meet existing and future energy consumption; and
- Participative management is key with employees sharing a common goal. Quality assurance and Operator Qualification are essential to assuring safe and reliable service. A continuous effort is maintained to train, qualify and develop personnel.

## III. Organizational Structure

Gas Construction and Maintenance Management is within the US Franchised E&G and is headed by the Senior Vice President, Gas Operations. The Department is organized as follows into (3) divisions / areas.

- System Operations and Production (Gas Plants);
- Gas Construction & Maintenance Region 1 (System Maintenance); and
- Gas Construction & Maintenance Region 2 (System Maintenance).

An organizational chart showing the divisions / areas is attached as Exhibit GCM-1.

#### IV. Responsibilities

The Department has general charge of the facilities and resources necessary for the safe, reliable and economic installation, operation and maintenance of facilities and equipment for the delivery of gas from the supplier and/or the Company's gas plants to the customer.

System Operations and Production Division has the responsibility of maintaining and ensuring proper operation of all propane plants and propane storage facilities and compliance programs such as regulator/relief valve and control valve inspection. It also maintains and assists in operating all pressure regulating facilities.

System Maintenance has responsibility for maintenance and repair of gas facilities, as well as, compliance programs such as Leak Surveys and leak repair / evaluation.

Specific responsibilities of Gas Construction and Maintenance Management include:

- Install, operate, and maintain transmission and distribution facilities including mains, services, meters, and regulators;
- Conduct leakage detection surveys and other Department of Transportation compliance programs;
- Respond to gas trouble calls (investigate reports of escaping gas), emergencies and customers' requests for service;
- Set and remove residential meters; and
- Inspect residential house piping during new service installation...

#### V. Practices and Procedures

The Department has direct responsibility for review and revision of practices and procedures used within the Department. The Department's practices and procedures are reviewed and revised continuously to assure that all functional areas are operating at maximum efficiency and in compliance with all applicable laws and regulations. These policies and procedures provide support to employees engaged in the construction and maintenance and compliance activities.

The Department works closely with Gas Commercial Operations, Gas Engineering, Gas Performance Support, Service Delivery, Enterprise Fleet and Meter Operations, Distribution Design, Sourcing, and Legal. Engineering provides engineering services and expertise and guidance for achievement of compliance with all applicable regulatory rules and codes. Gas Performance Support provides employee training, code and regulation interpretation, process improvement, and financial support. Service Delivery provides first contact gas emergency response and notifies the Department of emergencies requiring their expertise. Enterprise Fleet and Meter Operations provide Gas Operations with metering and regulating equipment and provide and maintain transportation and excavating equipment to support the necessary department operations. Distribution Design assists the Operating Department by projecting what new work can be expected, permitting planning for future manpower, material and equipment needs. The Legal Department provides legal advice for management and/or employees acting on behalf of the Company. Sourcing provides the purchasing and stocking of routine materials used in day-to-day operations of Gas Operating.

Gas Construction and Maintenance Management works closely and receives services from many departments within the Company. The Human Resources, Labor Management, Safety & Health Departments and the Staffing & Employee Development Department secure competent employee recruitment, provide employee emergency medical assistance, administering final stages of employee disputes, etc. Facilities Services, Office Services, Government and Regulatory Affairs, Accounting, Information Technology and the Environmental Resource Management Departments interact with all the divisions/areas within the department in various ways.

#### VI. Decision Making and Control

Operation, goal and policy decisions are made at the appropriate level consistent with impact and authority.

Decisions that impact a segment of the Company broader than Gas Construction and Maintenance Management are discussed with the Senior Vice President of Gas Operations. The Group Executive & President of US Franchised E&G is consulted as deemed appropriate. Depending on the type of decision and the degree of impact, this discussion could range from merely informative to requiring formal approval. The Managers of Gas Construction and Maintenance Management and the Senior

Vice President, Gas Operations discuss, in general terms, the activity of the Department on a routine basis. Although these discussions are informal in nature, they are ongoing, keeping both parties informed. Individual Managers hold regular meetings with their personnel to discuss Department policies.

The first line supervisors are the decision makers on day-to-day routine matters. This reinforces the Department policy to allow decisions to be made at the lowest level possible. In the more complex matters, the decision could progress to a higher level, including the executive level, if necessary.

Decisions, such as personnel assignments, are typical of those made by a Field Supervisor. Management in each division makes decisions such as job priority, work rules and manpower assignments. All decision-making is designed to include participative style of management.

## VII. Internal and External Communication

The Managers of Gas Construction and Maintenance Management have contact either by telephone or in person on an ongoing basis with the Senior Vice President of Gas Operations, the General Managers of Engineering and Commercial Operations and Director of Gas Performance Support to review and discuss pending issues. The Managers also meet regularly with the General Managers of Gas Engineering, Gas Commercial Operations, Director of Gas Performance Support, the Senior Vice President of Gas Operations and the Gas Operations Budget Specialists to discuss matters of mutual concern as well as planning strategies.

Internal department communication among the staff and management is frequent during daily activity. The department is located at some 8 different locations with staffs as small as three to staffs as large as 75 plus. The Managers regularly visit these outlying facilities to listen to employee's wants, needs, etc. and to reinforce communication.

Internal communications consisting of informational meetings are held as needed. These meetings are normally held by the Senior Vice President and Managers who hold meetings and relay pertinent information to field personnel. Safety meetings are held with all department personnel at least quarterly and are conducted by Safety & Health personnel with managers present. The Emergency Plan, Department Procedure Manuals, inter-department memos, various letters, etc. are reviewed at

least annually or as needed. Additionally, management has daily contact with their staff, which provides for various discussions including assistance in decision-making, progress of various jobs, personnel requirements and other pertinent company and/or department business.

External communications consist of participating in meetings with other utilities as well as actively participating on various committees of the American Gas Association, Ohio Gas Association, Kentucky Gas Association, and Midwest Energy Association. In addition, various personnel are selected to attend appropriate management training programs outside the company.

Ideas, suggestions and information about new techniques are received and evaluated from all levels of employees within Gas Operations. In addition, each Manager reviews trade magazines, literature, etc. to determine new ideas and methods of providing improved services while reducing Gas Operating Department costs. Additionally, Gas Operations participates in the American Gas Association's Benchmarking program to gain lessons learned from others, determine how our processes compare to those of others in the industry, and learn of better means of providing service to the customers at the lowest possible cost. It is a responsibility of all Department supervisors to constantly seek new and better means of providing safe and reliable service to the customers at the lowest possible cost.

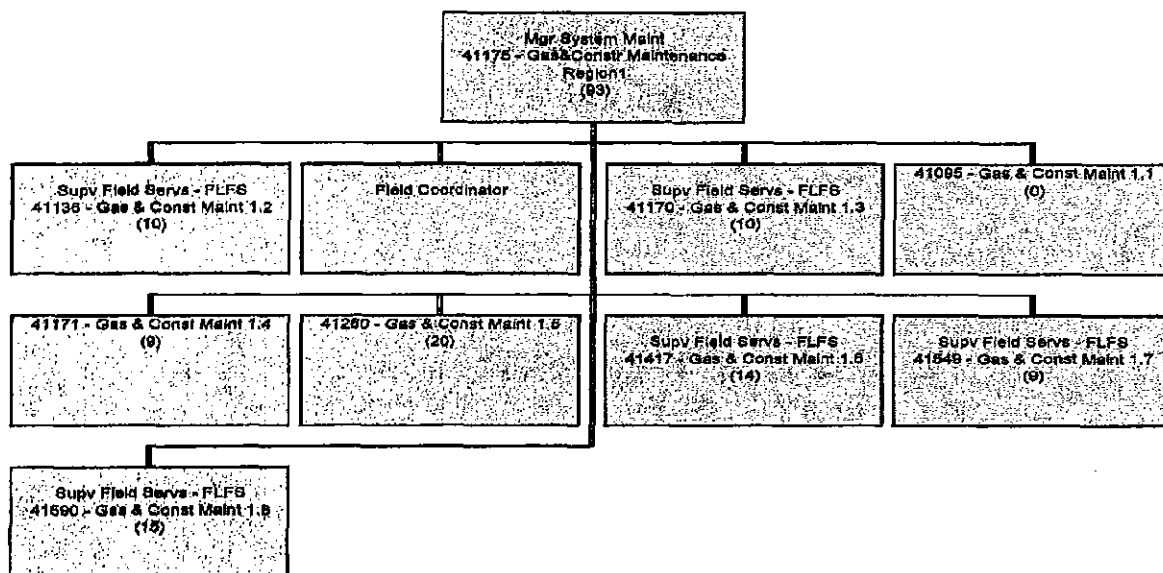
#### VIII. Goal Attainment and Qualification

Goals and the corresponding methods of measuring goal attainment are formulated by management to meet the special needs of their respective divisions / areas or employees. Some examples of specific goals are:

- Managing Operating Expenses and Capital Expenditures;
- Achieve 99% of new service tie-ins to meet specific requirements;
- Deliver safe and reliable 24/7 service;
- Improve Gas Customer Average Interruption Duration Index Average;
- Encourage employee development and continuous improvement across the processes;
- Meet compliance requirements and continue open and effective relationships with the regulators;
- Improve Customer Satisfaction – to top 25% JD Powers survey results; and
- Improve upon current safety statistics.

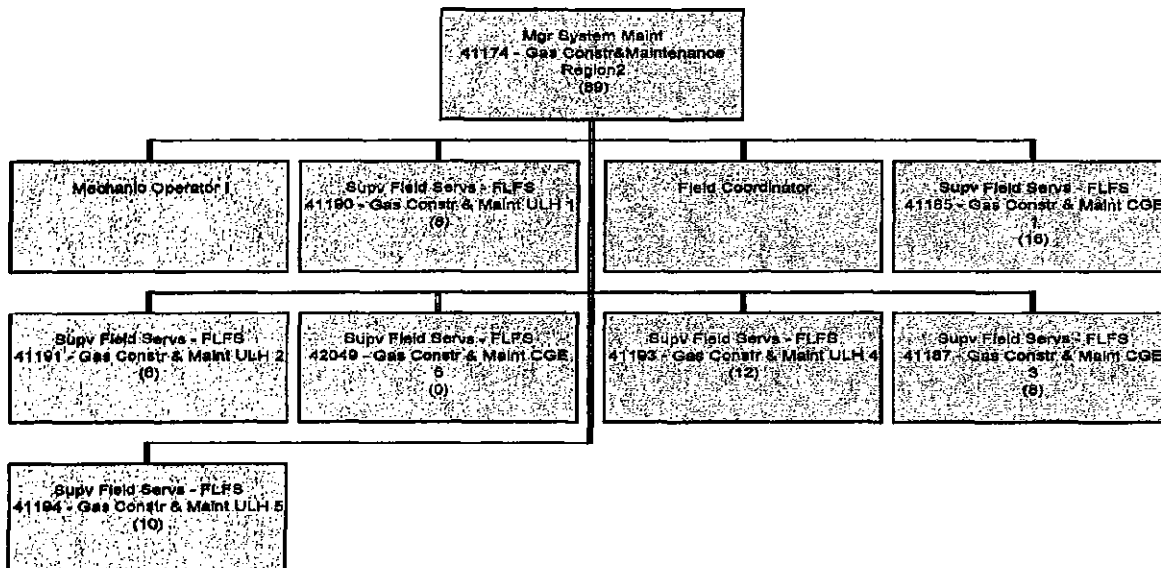
## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

## Manager System Maintenance Region 1



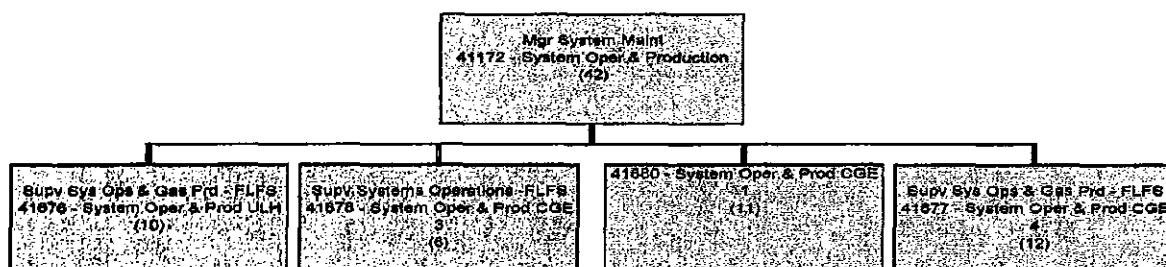
## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

## Manager System Maintenance Region 2



## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

## Manager System Operations &amp; Production





## **2007 Ohio/Kentucky Gas Operations Objectives**

### **1.) Meet 2007 Financial Targets**

- Meet targets for Gas Ops Non-AMRP O&M and Non-AMRP CAPx
- Achieve Gas Ops AMRP O&M and AMRP CAPx targets

### **2.) Enhance Operational Performance**

- Ensure the operational metrics for Gas Ops are exceeded for safety, service reliability and customer satisfaction
- Ensure Gas Ops is developing and growing net plant and is cross-training, developing and encouraging continuing education of employees
- Identify and implement Interruptible Transportation Billing Program (ITBP) solution
- Ensure the integrity of the natural gas system is maintained through responsible planning, design, construction, operating and maintenance of the system

### **3.) Achieve Regulatory Compliance**

- Ensure the compliance metrics for Gas Ops for regulatory compliance (including environmental), customer complaints, recovery of cost of gas and regulatory treatment for trackers and audits impacting Gas Ops such as AMRP, cost recovery audits and performance management audits are achieved
- Develop 2007 Ohio Gas Rate Case Strategy addressing issues of ownership of curb to meter services, GCR Sales Function and Riser Replacement Report

### **4.) Foster Team Collaboration**

- Develop Training Strategy and implement Training Plan for Gas Ops
- Design and begin implementation phase of FE&G GIS and EAM systems
- Treat employees with respect and provide them the training and tools necessary to perform their work functions in a safe environment

### **5.) Define Employee/Organization Strategy**

- Implement Workforce Planning/Development Strategy
- Identity long-term organization structure for Gas Ops

Financial Objectives				
Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 200%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section.
Achieve Duke Energy EPS				
80%	\$1.05	\$1.15	\$1.25	TBD
80%	Financial Objectives Aggregate Results:			
Leadership Objectives				
Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 150%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section.
Safety – Gas Operations				
5%	2.09	1.99	1.89	TBD
Reliability - Percent Reduction Gas main & services – leaks repaired				
5%	(4.5%)	(7.5%)	(10%)	TBD
Customer Satisfaction – Corporate Perceptual Survey				
5%	72.8%	75.9%	78.5%	TBD
AMRP Expenditure Target				
5%	2%/4%	+/-2%	+/-1%	TBD
20%	Individual Objectives Aggregate Results:			
100%	Total Financial Objectives and Individual Objectives Aggregate Results:			

End Results Approved:

984

Patty Walker

James L. Turner

**Leadership:****Operational Measure 1: Safety (Gas Ops TICR)****Intent**

Gas Operations management, supervision and employees are responsible for safety. The TICR rate is a nationally accepted rate for measuring the success of a safety environment for an organization. Gas Operations management is committed to providing tools and guidance to the organization which positively promotes safety and in turn positively impacts the TICR for Gas Operations. The 2007 safety plan for Gas Operations will be one of the many tools used to promote safe work practices within the organization.

**Rational and Logic for Performance levels**

<b>Minimum:</b>	Gas Operations TICR for year-ended 2006
<b>Target:</b>	5% better than 2006 Gas Operations TICR
<b>Maximum:</b>	10% better than 2006 Gas Operations TICR

**Contact**

Dave Barnes 513-287-2266

**Operational Measure 2: Reliability – percent reduction of leaks repaired on mains and services****Intent**

The overall goal of this metric is to measure the percent reduction of leaks repaired on mains and services. The accelerated main replacement program (AMRP) was developed to enhance the safety and reliability of Gas Operations' system with Cast Iron and Bare Steel pipe having a leak rate of 1.3 leaks per mile of main vs. plastic and coated steel having a leak rate of .05 leaks per mile of main. Gas Operations has replaced pipe segments based on nine priorities with the highest potential for incident being replaced first and then the highest potential for leaks next. The AMRP maintenance annual savings targets established in the tracker were calculated based off the reduction of leaks on mains and services (excluding third party damages).

**Rational and Logic for Performance levels**

<b>Minimum:</b>	4.5% reduction over 2006 leaks repaired
<b>Target:</b>	7.5% reduction over 2006 leaks repaired
<b>Maximum:</b>	10% reduction over 2006 leaks repaired

**Contact**

Sue Gilb 513-287-2752

**Operational Measure 3: FE&G Customer Satisfaction****Intent**

Achieve top quartile performance relative to regional or national customer satisfaction benchmark studies conducted by J.D. Power and TQS Research. The performance philosophy is to achieve between top quartile and top decile rankings among mass residential, mass business, and large business customers. Operating companies and functions are encouraged to include additional measures related to the drivers of customer satisfaction that are more closely aligned to their operational needs and/or specific customer segments they support.

**Rational and Logic for Performance levels****Mass Market Relationship Survey (Residential and Business):**

This survey is conducted monthly for a random sample of customers. To arrive at the 2007 customer satisfaction target scores, the most recent five months of survey results

were averaged to mitigate seasonality bias inherent in 2006 survey data. Observed standard deviations were used to generate 20<sup>th</sup> percentile and 80<sup>th</sup> percentile scores, to be used as the Minimum and Maximum performance thresholds, respectively. Given the lack of direct peer benchmark ratings for monthly results, targets are set using the historical trending information with an implicit tie back to regional benchmark studies. Where historical performance is below top quartile, a continuous improvement plan has been adopted with target scores set at a 10<sup>th</sup> percentile increase above the past year's performance (i.e. 60<sup>th</sup> percentile). Where historical performance is within top quartile, target thresholds are established to maintain top quartile performance.

<b>Minimum:</b>	20 <sup>th</sup> percentile score.
<b>Target:</b>	Maintain top quartile or 60 <sup>th</sup> percentile score.
<b>Maximum:</b>	80 <sup>th</sup> percentile score.

<b>Duke Energy</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73%	76%	79%
Mass Market	64%	74.4%	77.2%	79.4%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Carolinas (80%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		74.9%	77.9%	80.9%
Mass Market	64%	77.6%	80.4%	83.1%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Indiana (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73.0%	75.8%	78.0%
Mass Market	59%	75.1%	77.5%	78.7%
Large Business Market	41%	70.0%	73.5%	77.0%
<b>Duke Energy - Ohio/Kentucky (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		65.9%	69.2%	71.3%
Mass Market	71%	64.3%	67.4%	69.0%
Large Business Market	29%	70.0%	73.5%	77.0%

#### Contact

Tom Osterhus 513-287-2110

#### Operational Measure 4: AMRP Expenditure Target

##### Intent

The Accelerated Main Replacement Program (AMRP) was developed to enhance the safety and reliability of the Gas Operations' system by replacing cast iron and bare steel pipe with plastic pipe. This measure allows Gas Operations to track the dollars being spent by the program and approved by both the Kentucky and Ohio Regulatory Commissions. The metric encompasses capital, O&M, and a maintenance savings dollar amount for Ohio and a capital amount for Kentucky. The maintenance savings dollar amount for Ohio is based on the reduction of leaks on mains and services (as discussed in operational measure 2 above)

##### Rational and Logic for Performance levels

<b>Minimum:</b>	2%/-4% of 2007 Budget for AMRP in OH/KY
<b>Target:</b>	+/-2% of 2007 Budget for AMRP in OH/KY
<b>Maximum:</b>	+/-1% of 2007 Budget for AMRP in OH/KY

#### Contact

Nancy Kemper 513-287-2859

**A Note on Safety:**

In addition, to recognize management's critical role in building a zero-injury culture with a focus on preventing safety incidents, a safety objective for company leaders will be based on the Duke Energy company wide TICR (total incident case rate) goal for 2007. Total incident case rate is a common industry standard used to measure safety performance. The threshold goal for 2007 will be 1.67. The target goal will be 1.43.

Under this safety objective, if Duke Energy does not meet the minimum TICR, company leaders' short-term incentive plan (STIP) payouts will be reduced by five percent (similar to the zero-fatalities incentive program in 2006). If we meet the target TICR, LTIP participants will receive their STIP payouts without penalty. (Performance between the two levels will be interpolated.) This additional emphasis on safety for company leaders highlights the importance of management's role in setting expectations regarding safety and serving as role models for other employees.

DUKE ENERGY  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION  
GAS PERFORMANCE SUPPORT DEPARTMENT  
SFR Reference: Chapter II(B)(9)(a)(ii)

I. Policies and Goal Setting

The policies of the Gas Performance Support Department (Department) evolve from and support the objectives of the Company. The Director, Gas Performance Support, implements the policies and objectives under the direction of the Senior Vice-President, Gas Operations. These include policies regarding development and conduct of employee training and safety programs, and for code and regulation interpretation. The Department also supports the corporate policies and objectives through department directives, procedures and practices.

The goals of the Gas Performance Support Department are designed to support the goals of Gas Operations and business plan of the US Franchised Electric & Gas (US Franchised E&G). Determination of the objectives and goals is based on a decision process involving the Senior Vice-President, Gas Operations; the Director, Gas Performance Support; and the staff of the Department. See attached Exhibits CGO-2 and CGO-3 for the Gas Operations goals and objectives.

Gas Performance Support goals are published to make all employees aware of the department expectations. To assure continuous attention to the team and individual goals, departmental goals become part of the annual key performance appraisal process for department employees.

The Director of Gas Performance Support periodically reviews goals with personnel to assure their support and implementation. Staff meetings are held regularly, to review progress of work plans. When problems are identified, corrective actions are established and target deadlines are set.

Gas Performance Support is responsible for the development and conduct of training and safety programs, code and regulation interpretation, process improvement and providing financial support to all areas of Gas Operations.

II. Strategic Planning

Strategic planning is accomplished at the officer level and is used to develop the US Franchised E&G business plan. Gas Performance Support planning directly

supports the strategic plan developed for Gas Operations which supports the US Franchised E&G business plan.

Examples of strategic planning by the Department are:

- Development of training programs around new methods of installation and new equipment to improve service and reduce costs; and
- Benchmarking is utilized to determine ranking within, and performance compared to, the Natural Gas Distribution industry.

### III. Organizational Structure

The Gas Performance Support Department is headed by a Director who reports to the Senior Vice President of Gas Operations. Gas Performance Support is organized by four (4) functional areas:

- Training;
- Regulatory Compliance;
- Process Improvement; and
- Financial Support.

An organization chart of Gas Performance Support is provided in Exhibit GPS-1.

### IV. Responsibilities

The Department has the responsibility of developing and conducting employee training and safety programs. In addition, the Department develops and conducts training and safety programs for Company contractors, public authorities, police and fire departments. The Department also develops standardized methods and procedures and requires proper and safe use of tools and equipment.

The Department also has responsibility for code and regulation interpretation, assisting with the auditing process both internally and externally, reporting and follow-up with State and Federal Commission Offices, when appropriate and within the compliance timelines.

The Department is responsible for Process Improvement activities through out Gas Operations as well as Benchmarking with other companies within the Natural Gas Distribution industry to determine Duke Energy Ohio's ranking within, and performance compared to other companies.

In addition, this Department provides financial support to Gas Operations. Examples of financial support include annual budget preparation, budget to actual variance analysis, financial modeling, various statistical reports, and rate case work.

V. Practices and Procedures

The practices and procedures of the organization are continually being formulated and refined to provide the necessary guidelines for all personnel in meeting the goals and objectives of the organization and the Company.

Specific duties of the Gas Performance Support Department include, but are not limited to:

- Effectively develop and conduct employee training and safety programs;
- Effectively develop and conduct training and safety programs for Company contractors, public authorities, police and fire departments;
- Provide code and regulation interpretation, coordinate compliance audits with State and Federal Regulatory Agencies;
- Coordinate process improvement and benchmarking efforts; and
- Provide financial support to Gas Operations.

VI. Decision Making and Control

Decisions are made at the lowest appropriate level consistent with impact and authority. In making decisions, recommendations and information are received by the Director, Gas Performance Support from the direct reports. All decision-making is designed to include participative style of management.

Decisions that impact a segment of the Company broader than Gas Performance Support are discussed with the Senior Vice President of Gas Operations. The Group Executive, President & Chief Operating Officer of US Franchised E&G is consulted as deemed appropriate. Depending on the type of decision and the degree of impact, this discussion could range from merely informative to requiring formal approval. The Director, Gas Performance Support and the Senior Vice President, Gas Operations discuss, in general terms, the activity of the Department on a routine basis. Although these discussions are informal in nature, they are ongoing, keeping both parties informed.

VII. Internal and External Communication

As a means of assisting in the decision making process, both internal and external communications are maintained. Internal communications are accomplished within the department by the preparation of weekly status reports, informal meetings, periodic staff meetings and daily discussions. Also, internally, discussions and input are obtained as needed from the Gas Construction and Maintenance, Gas Engineering, Gas Commercial, Rates, Finance and Accounting, and Legal Departments.



External communications include: State and Federal Regulatory Agencies, other governmental agencies, participating in meetings with other utilities as well as actively participating on various committees of the American Gas Association, Ohio Gas Association, Kentucky Gas Association, and Midwest Energy Association

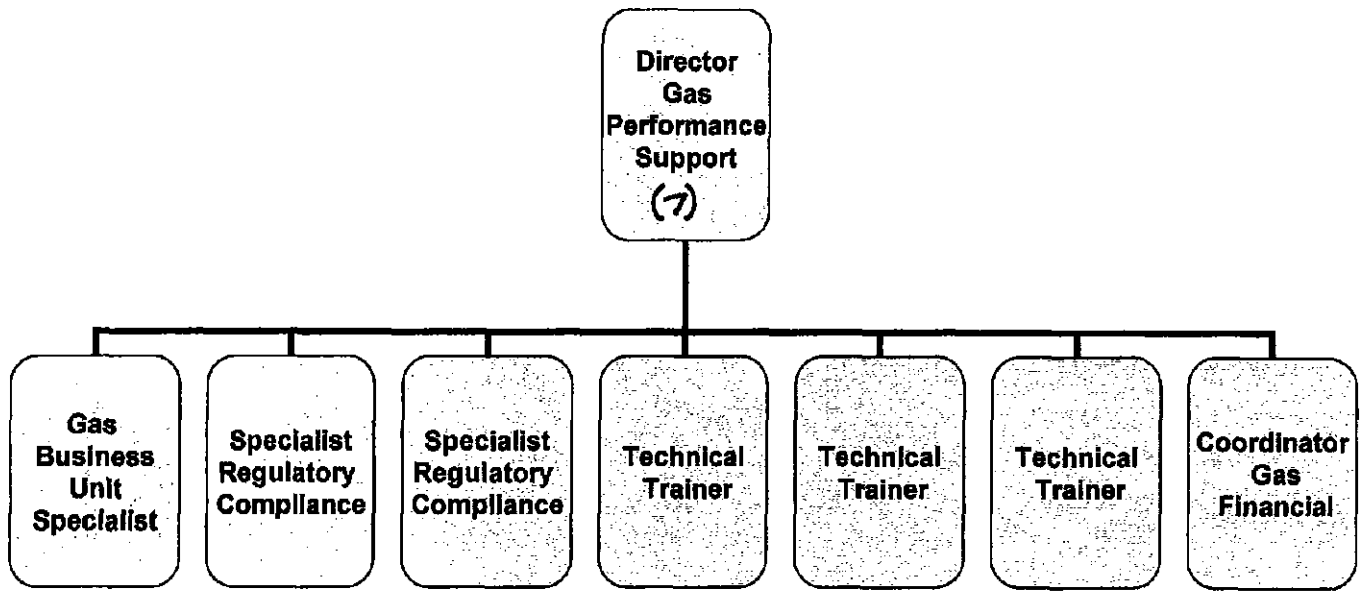
VIII. Goal Attainment Quantification

Goals and the corresponding methods of measuring goal attainment are formulated annually by management. Department employees are evaluated annually on the attainment of individual goals. Individual goals are established in support of department goals. Some examples of specific goals are:

- Tracking Operating Expenses and Capital Expenditures;
- Employee Safety;
- Meet compliance requirements and continue open and effective relationships with regulators; and
- Offer employee development opportunities.

## DUKE ENERGY CORPORATION MANAGEMENT STRUCTURE

### Director Gas Performance Support



## **2007 Ohio/Kentucky Gas Operations Objectives**

### **1.) Meet 2007 Financial Targets**

- Meet targets for Gas Ops Non-AMRP O&M and Non-AMRP CAPx
- Achieve Gas Ops AMRP O&M and AMRP CAPx targets

### **2.) Enhance Operational Performance**

- Ensure the operational metrics for Gas Ops are exceeded for safety, service reliability and customer satisfaction
- Ensure Gas Ops is developing and growing net plant and is cross-training, developing and encouraging continuing education of employees
- Identify and implement Interruptible Transportation Billing Program (ITBP) solution
- Ensure the integrity of the natural gas system is maintained through responsible planning, design, construction, operating and maintenance of the system

### **3.) Achieve Regulatory Compliance**

- Ensure the compliance metrics for Gas Ops for regulatory compliance (including environmental), customer complaints, recovery of cost of gas and regulatory treatment for trackers and audits impacting Gas Ops such as AMRP, cost recovery audits and performance management audits are achieved
- Develop 2007 Ohio Gas Rate Case Strategy addressing issues of ownership of curb to meter services, GCR Sales Function and Riser Replacement Report

### **4.) Foster Team Collaboration**

- Develop Training Strategy and implement Training Plan for Gas Ops
- Design and begin implementation phase of FE&G GIS and EAM systems
- Treat employees with respect and provide them the training and tools necessary to perform their work functions in a safe environment

### **5.) Define Employee/Organization Strategy**

- Implement Workforce Planning/Development Strategy
- Identity long-term organization structure for Gas Ops

Financial Objectives					
Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 200%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section	
Achieve Duke Energy EPS					
80%	\$1.05	\$1.15	\$1.25	TBD	
80%	Financial Objectives Aggregate Results:				
Leadership Objectives					
Weight %	Threshold (Payout: 50%)	Target (Payout: 100%)	Maximum (Payout: 150%)	Year-End Results Indicate Min, Target, Max Indicate attachments in documentation section	
Safety – Gas Operations					
5%	2.09	1.99	1.89	TBD	
Reliability - Percent Reduction Gas main & services – leaks repaired					
5%	(4.5%)	(7.5%)	(10%)	TBD	
Customer Satisfaction – Corporate Perceptual Survey					
5%	72.8%	75.9%	78.5%	TBD	
AMRP Expenditure Target					
5%	2%/-4%	+/-2%	+/-1%	TBD	
Individual Objectives Aggregate Results:					
20%	TBD				
Total Financial Objectives and Individual Objectives Aggregate Results:					
100%	TBD				

End Results Approved:

Patty Walker

James L. Turner

**Leadership:****Operational Measure 1: Safety (Gas Ops TCR)****Intent**

Gas Operations management, supervision and employees are responsible for safety. The TCR rate is a nationally accepted rate for measuring the success of a safety environment for an organization. Gas Operations management is committed to providing tools and guidance to the organization which positively promotes safety and in turn positively impacts the TCR for Gas Operations. The 2007 safety plan for Gas Operations will be one of the many tools used to promote safe work practices within the organization.

**Rational and Logic for Performance levels**

<b>Minimum:</b>	Gas Operations TCR for year-ended 2006
<b>Target:</b>	5% better than 2006 Gas Operations TCR
<b>Maximum:</b>	10% better than 2006 Gas Operations TCR

**Contact**

Dave Barnes 513-287-2266

**Operational Measure 2: Reliability – percent reduction of leaks repaired on mains and services****Intent**

The overall goal of this metric is to measure the percent reduction of leaks repaired on mains and services. The accelerated main replacement program (AMRP) was developed to enhance the safety and reliability of Gas Operations' system with Cast Iron and Bare Steel pipe having a leak rate of 1.3 leaks per mile of main vs. plastic and coated steel having a leak rate of .05 leaks per mile of main. Gas Operations has replaced pipe segments based on nine priorities with the highest potential for incident being replaced first and then the highest potential for leaks next. The AMRP maintenance annual savings targets established in the tracker were calculated based off the reduction of leaks on mains and services (excluding third party damages).

**Rational and Logic for Performance levels**

<b>Minimum:</b>	4.5% reduction over 2006 leaks repaired
<b>Target:</b>	7.5% reduction over 2006 leaks repaired
<b>Maximum:</b>	10% reduction over 2006 leaks repaired

**Contact**

Sue Gilb 513-287-2752

**Operational Measure 3: FE&G Customer Satisfaction****Intent**

Achieve top quartile performance relative to regional or national customer satisfaction benchmark studies conducted by J.D. Power and TQS Research. The performance philosophy is to achieve between top quartile and top decile rankings among mass residential, mass business, and large business customers. Operating companies and functions are encouraged to include additional measures related to the drivers of customer satisfaction that are more closely aligned to their operational needs and/or specific customer segments they support.

**Rational and Logic for Performance levels****Mass Market Relationship Survey (Residential and Business):**

This survey is conducted monthly for a random sample of customers. To arrive at the 2007 customer satisfaction target scores, the most recent five months of survey results

were averaged to mitigate seasonality bias inherent in 2006 survey data. Observed standard deviations were used to generate 20<sup>th</sup> percentile and 80<sup>th</sup> percentile scores, to be used as the Minimum and Maximum performance thresholds, respectively. Given the lack of direct peer benchmark ratings for monthly results, targets are set using the historical trending information with an implicit tie back to regional benchmark studies. Where historical performance is below top quartile, a continuous improvement plan has been adopted with target scores set at a 10<sup>th</sup> percentile increase above the past year's performance (i.e. 60<sup>th</sup> percentile). Where historical performance is within top quartile, target thresholds are established to maintain top quartile performance.

<b>Minimum:</b>	20 <sup>th</sup> percentile score.
<b>Target:</b>	Maintain top quartile or 60 <sup>th</sup> percentile score.
<b>Maximum:</b>	80 <sup>th</sup> percentile score.

<b>Duke Energy</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73%	76%	79%
Mass Market	64%	74.4%	77.2%	79.4%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Carolinas (60%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		74.9%	77.9%	80.9%
Mass Market	64%	77.6%	80.4%	83.1%
Large Business Market	36%	70.0%	73.5%	77.0%
<b>Duke Energy - Indiana (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		73.0%	75.8%	78.0%
Mass Market	59%	75.1%	77.5%	78.7%
Large Business Market	41%	70.0%	73.5%	77.0%
<b>Duke Energy - Ohio/Kentucky (20%)</b>	<b>Weight</b>	<b>Min</b>	<b>Target</b>	<b>Max</b>
Customer Satisfaction – Overall		65.9%	69.2%	71.3%
Mass Market	71%	64.3%	67.4%	69.0%
Large Business Market	29%	70.0%	73.5%	77.0%

Contact

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#### Operational Measure 4: AMRP Expenditure Target

##### Intent

The Accelerated Main Replacement Program (AMRP) was developed to enhance the safety and reliability of the Gas Operations' system by replacing cast iron and bare steel pipe with plastic pipe. This measure allows Gas Operations to track the dollars being spent by the program and approved by both the Kentucky and Ohio Regulatory Commissions. The metric encompasses capital, O&M, and a maintenance savings dollar amount for Ohio and a capital amount for Kentucky. The maintenance savings dollar amount for Ohio is based on the reduction of leaks on mains and services (as discussed in operational measure 2 above)

##### Rational and Logic for Performance levels

<b>Minimum:</b>	2%/-4% of 2007 Budget for AMRP in OH/KY
<b>Target:</b>	+/-2% of 2007 Budget for AMRP in OH/KY
<b>Maximum:</b>	+/-1% of 2007 Budget for AMRP in OH/KY

Contact

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**A Note on Safety:**

In addition, to recognize management's critical role in building a zero-injury culture with a focus on preventing safety incidents, a safety objective for company leaders will be based on the Duke Energy company wide TICR (total incident case rate) goal for 2007. Total incident case rate is a common industry standard used to measure safety performance. The threshold goal for 2007 will be 1.67. The target goal will be 1.43.

Under this safety objective, if Duke Energy does not meet the minimum TICR, company leaders' short-term incentive plan (STIP) payouts will be reduced by five percent (similar to the zero-fatalities incentive program in 2006). If we meet the target TICR, LTIP participants will receive their STIP payouts without penalty. (Performance between the two levels will be interpolated.) This additional emphasis on safety for company leaders highlights the importance of management's role in setting expectations regarding safety and serving as role models for other employees.

DUKE ENERGY  
DUKE ENERGY OHIO  
SUMMARY OF MANAGEMENT POLICIES, PRACTICES AND ORGANIZATION  
POWER DELIVERY ELECTRIC SYSTEMS OPERATIONS  
SFR REFERENCE: CHAPTER II (9)(B)(a)(i,ii)

I. Policy and Goal Setting

The Working Environment Policy Manual and other Duke Energy policy & procedure updates are provided to all employees. These form the general guidelines for the Company in the areas of employee relations, compliance with laws or governmental directives and Company relationships with the communities we serve. These policies, which are supported by the Department, are communicated through various informational meetings, written communication and internet web based applications.

Goal setting at the department level is accomplished by the Vice President and other departmental leadership. The goals are formulated to support and complement the primary objectives and business plan of the Franchised Electric & Gas business unit. Specific initiatives developed from the goals identify objectives, implementation schedule, milestones, responsibilities, and resources required. The goals, once developed by the Department, are presented to the Power Delivery Senior Vice President for review and, upon approval, are incorporated into the business plans.

II. Strategic Planning

Planning for the Department is the responsibility of the Power Delivery Electric Systems Operations Vice President with input from the General Managers, Directors and Managers. Strategic planning is coordinated and monitored collectively with all departments in Power Delivery utilizing input from key support groups like technical services, transportation, materials management, finance, and human resources.

Each Department supports Power Delivery's strategic plan and corporate goals and objectives through the following on-going activities:

- Facilitate an injury-free and environmentally responsible work environment



- Review customer service results and create action plans for improvement
- Develop, monitor and project department budgets for cost management
- Establish performance expectations and evaluate employees on a regular basis
- Evaluate and improve operational processes
- Use of special project teams to investigate and provide recommendations on process improvement opportunities

The Power Delivery Strategic Plan is attached as Exhibit PDESO-2.

### III. Organizational Structure

Power Delivery Electric Systems Operations is under the direction of a Vice President who reports to the Senior Vice President of Power Delivery and the Group Executive, President and Chief Operating Officer of U.S. Franchised Electric & Gas. Six positions report to the Power Delivery Electric Systems Operations Vice President:

- General Manager of Electric System Operations Engineering & Services
- General Manager of Midwest Transmission & Distribution Operations
- Director of Carolinas Transmission Operations
- Director of RTO Activities
- Director of Midwest Control Area Operation
- Director of Carolinas Control Area Operations

Four managers with two supervisors report to the General Manager of Midwest T&D Operations.

The organizational charts for the Senior Vice President of Power Delivery and vice President Electric Systems Operations are shown in Exhibit PDESO-1.

### IV. Responsibilities

The objective of Electric Systems Operations is to operate and control the transmission and distribution systems in the safest, most economic and reliable manner, as well as coordinate interchange with interconnected systems and monitor the balance of resource and demand to help ensure system reliability in the region as well as within the service territory.

Midwest Control Area Operation (MCAO) is responsible for the coordination of all electric energy transfers between Duke Energy and interconnected systems in the Midwest, the coordination and exchange of operating data with the Midwest Independent Transmission System Operator (MISO), the balance of resources and demand, and the coordination of emergency procedures, as required by the North American Electric Reliability Corporation (NERC) reliability standards, ReliabilityFirst Corporation regional reliability standards, and applicable regulatory responsibilities. MCAO is responsible for the after-the-fact energy accounting associated with its role as a NERC balancing authority, MISO metered data management agent, and provider of services associated with retail choice in Ohio, including the calculation of the loads of all Certified Retail Electric Providers serving switched retail load in the Duke Energy Ohio system.

Electric Systems Operations Engineering & Services is responsible for maintaining the emergency plans and supporting materials for bulk power and civil emergencies, providing engineering support to the Department, creating, maintaining and interpreting transmission-related contracts and tariffs, regulatory reporting activities, and providing project management for special projects within the Department including NERC compliance and Operator training.

RTO Activities is responsible for the execution of the Regional Transmission Organization (RTO) activities at Duke Energy and supporting the Duke Energy initiatives regarding RTOs.

Midwest Transmission & Distribution Operations is responsible for the day to day safe, economic, and reliable operations of the electric transmission and distribution system using a computer based Energy Management System (EMS) for supervisory control data acquisition (SCADA); and for planning and scheduling transmission and distribution system maintenance outages.

#### V. Practices and Procedures

The major duties of Midwest Control Area Operations (MCAO) are as follows:

- Implement emergency procedures up to and including the reduction of firm load to maintain the integrity of Duke Energy's Transmission System and the Eastern Interconnection;
- Monitor regulating reserves, contingency spinning, and supplemental reserves to verify that proper levels are maintained, and notify the responsible entities when the reserves reach unacceptable levels;

- Monitor compliance to the NERC generation control standards such as the Control Performance Standards (CPS) 1 and 2 and the Disturbance Control Standard (DCS);
- Monitor the Midwest Contingency Reserve Sharing Group (CRSG), Automatic Reserve Sharing System (ARS) and as necessary initiates requests for contingency reserve assistance from CRSG members, or provide contingency reserve assistance when requested by other CRSG members on Duke Energy's behalf;
- Monitor the Security Coordinator Information System (SCIS) and the MISO Messaging System for emergency notices for forwarding to proper personnel. MCAO is the primary contact between Duke Energy's Midwest Transmission & Distribution Operations and the MISO Reliability Coordinator;
- Enter Generation outages into the MISO Outage Scheduler. Information is updated in real-time as necessary so that MISO can use the information in the calculation of their network model and reliability-constrained economic dispatch;
- Monitor tie line interconnections and generation in real-time, taking action as necessary to correct problems impacting generation control or the provision of accurate data to the MISO;
- Coordinate Net Scheduled Interchange (NSI) with MISO, and coordinate Dynamic Schedules with other Balancing Authorities;
- Monitor NERC tagging software (OATI) and MISO Physical Scheduling System (PSS) for proper tagging and scheduling of the energy transactions;
- Confirm monthly energy accounting data with other Balancing Authorities, Transmission Providers, Independent Power Producers and Marketers;
- Send five-minute non-conforming load forecasts to MISO at one-minute frequency starting from MISO Day 2;
- Verify all actual interchange with each interconnected Balancing Authority;
- Verify the transfer of power associated with jointly owned generating units on an hourly basis, after the fact including units operated by American Electric Power, Dayton Power and Light, and Duke Energy.
- Calculates loads for all Network Transmission Customers on the system. This data is used to calculate various ancillary services charges, which are billed by MCAO. These loads are also provided to the Midwest ISO.

- Acts as the Meter Data Management Agent for all Certified Retail Electric Providers, Duke Energy Ohio, Duke Energy Indiana, Duke Energy Kentucky, Indiana Municipal Power Agency, Wabash Valley Power Authority, Hamilton, Buckeye, Ohio Municipalities, etc. In this role, MCAO provides hourly generation and load data to the MISO for market settlements.

The major duties of RTO Activities are as follows:

- Represent Duke Energy's interests at MISO stakeholder meetings
- Support the MISO Transmission Owners
- Provide input into MISO business practices
- Monitor MISO filings and business practices
- Monitor the regulatory environment for changes in rules regarding RTOs
- Provide testimony regarding MISO costs and benefits in state regulatory proceedings in Ohio, Kentucky and Indiana

The major duty of Midwest Transmission & Distribution Operations (Midwest T&D Operations) is to control and operate the Duke Energy Ohio and Duke Energy Indiana transmission and distribution systems in a safe and economical manner consistent with federal, state, local, and industry guidelines. In order to perform its duties, Midwest T&D Operations must on a daily basis:

- Work with MCAO and the MISO to assure the transmission system is operated within transmission line loading limits and service voltage constraints.
- Coordinate, process, and prepare switching operations for the daily equipment outage work requests on the transmission and distribution system for Power Delivery Field Operations.
- Coordinate planned bulk transmission outages with MISO;
- Utilize Power Flow system security analysis application programs to identify potential problems or contingencies and study steps to relieve contingency related problems. All actions for 138kV facilities and above to be directed by and coordinated with the MISO;
- Maintain operation of the system in a reliable manner in conjunction with MISO, MCAO, and Operations Engineering take the necessary steps to:
  - Implement the NERC TLR process;

- Initiate Generation re-dispatch via MISO procedures;
- Complete any necessary system reconfiguration;
- Implementation of Manual Load Curtailment.
- Prepare switching operation procedures for the line and substations equipment;
- Analyze daily service interruptions;
- Direct and coordinate all switching operations on the transmission and distribution system.

In addition to its daily activities, Midwest T&D Operations must:

- Maintain and provide information used for system statistics and reports used by regulatory and other governmental agencies;
- Prepare operating instructions for the system substations;
- Represent the Company in the area of system operations at hearings and other legal proceedings of various regulatory agencies;
- Represent the company at utility meetings in the area of system operations;
- Plan and schedule network outages and coordinate emergency service restoration; and
- Perform the following duties to support and administer the policies and direction set by Electric System Operations Engineering & Services;
  - Develop, maintain and drill the emergency plans and supporting materials for bulk power and civil emergencies;
  - Support the administration and planning for operator training to achieve and maintain NERC certification for operating personnel;
  - Provide engineering and information systems support for Electric System Operations;
  - Provide responses to inquiries made by the State (Indiana Utilities Regulatory Commission, Kentucky Public Service Commission, Public Utilities Commission of Ohio, and Federal Commissions (Federal Energy Regulatory Commission));
  - Prepare, maintain and interpret transmission and distribution related contracts and tariffs;
  - Represent the Company at utility meetings and various operating committee meetings in the area of transmission services;
  - Direct and assist in the preparation of interconnection agreements and other transmission related agreements with neighboring utilities and the MISO;

- Represent the Company at various MISO committees and meetings.

#### VI. Decision Making and Control

The responsibilities for planning and decision making rests with the organizational level that has the information and facts to make sound judgments based on Company policies, procedures and regulatory directives, and the authority to take effective action. The decisions made by specific levels of management are relevant to the basic purpose of their position.

Daily, monthly, and quarterly operational reports including outage and financial are used to monitor progress and provide a means of evaluating decision making.

#### VII. Internal and External Communication

Power Delivery Electric System Operations must work closely with a number of other departments within the Company in order to carry out its responsibilities. Because of the complexities involved in the daily operation and maintenance of the electric transmission and distribution system, the Department maintains working relationships through various channels of communication with many departments including:

- Other Power Delivery Departments
- Duke Energy Ohio President
- Environmental Health & Safety
- Gas Operations
- Engineering Technical Services
- Information Technology
- Power Generation
- Government & Regulatory Affairs
- Real Estate & Facilities Services
- Customer Contact Centers
- Legal
- Supply Chain
- Human Resources

Internal communication channels (verbal, e-mail, suggestions, etc.) are structured in a way that provides information in a timely manner to all personnel within the Department. Internal communication is accomplished through a variety of