



The Public Utilities
Commission of Ohio

07-1190-GA-CSS

3

LBIV 0829073C
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Lynda T Givens 2505 Kipling Ave - Apt 1
Customer Name Customer Address

Cinti, OH 45239
City State Zip

Against

6450-0070-24-5
Account Number

Duke Energy
Utility Company Name

Customer Service Address (if different from above)

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Formal Complaint : The Duke Energy
Utility Co has been unjust and unreasonable
in direct connection to me as a customer
in billing me for billing me for gas that I
never used or that requested from them.

The violation is
as follows:

Lynda T Givens
Signature

(513) 344-4033
Customer Telephone Number

*New phone number

11/06/07

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business.

Technician SM Date Processed 11/16/07

The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Valerie A. Lemmie, Donald L. Mason
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

Lynda T Givens

2.

Acct # 0450 007024-5

Utility Co.
Complaint
against

Duke Energy
Cinti, Ohio

Formal Complaint date: Nov 13, 2007

Facts of Complaint as follows:

Dates of charges were from
Aug 05 to Aug 07.

gas Charges were for related fees of
\$12.73 for services for Customer
Charge and Gas Delivery Riders for
meter 00294086 for their meter
installed in basement of building in
which I reside.

The utility company apparently
did not disconnect the meter
when a prior customer turned
their gas off/terminated service.

No gas was turned on in my
apartment since I lived there.
The charges made by them
were directly associated to their
negligence. I don't have gas appliances.

According to PUCO's representa-
tive, Duke's Utility has offered to
credit my account for one years
fees.

They have admitted fault by offering to pay/credit my account for one year.

I feel that I should be credited for the full 2 years of fees. Their initial response to me on the phone was that I took too long to notify them of the charges.

I did this in August 2007.

Since they neglected to turn off the gas meter prior to my moving into the apartment and not being aware of this that they as the company offering service to customers, are responsible of keeping accurate control of their gas meters not disconnected in my apartment.