

VIA OVERNIGHT MAIL

RECEIVED-DOCKETING DIV

March 13, 2008

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PUCO

Ms. Renee J. Jenkins
Docketing Department
Public Utilities Commission of Ohio
180 East Broad Street, 13th Floor
Columbus, Ohio 43215

Re: Case No. 07-1042-AU-ORD: *In the Matter of the Amendment of Certain Rules to Revise Language Requirements on Utility Bills and Other Documents*

Dear Renee:

Duke Energy Ohio has amended its disconnection notices and bill backer information to comply with the language approved by the Commission in its Finding and Order in Case No. 07-1042-AU-ORD, *In the Matter of the Amendment of Certain Rules to Revise Language Requirements on Utility Bills and Other Documents*. Duke Energy Ohio filed copies of its bill backer and all of its disconnection notices except two on February 28, 2008. Duke Energy Ohio committed to supplement this filing with those notices within the next 15 to 30 days of February 28, 2008. Please file the attached two remaining disconnection notices in the above-referenced docket.

Should you have any questions, please contact me at 513-419-1856 or Paul Colbert at 614-221-7551.

Kind Regards,



Tamara R. Reid McIntosh, Esq.
Regulatory Legal Liaison

- cc: Mike Gribler, General Manager, State Regulatory Affairs, DE-Ohio
- Retha Hunsicker, Director, Enterprise Customer Service, DE-Ohio
- Paul Colbert, Associate General Counsel, Ohio Regulatory, DE-Ohio
- Elizabeth Watts, Assistant General Counsel, Ohio Regulatory, DE-Ohio
- Don Storck, Director, Rates Services, DE-Ohio
- Jeri Bruns, Supervisor, Central Operations, DE-Ohio

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Technician Tm Date Processed 3/14/2008



**FINAL DISCONNECTION NOTICE
NOTICE DATE:**

According to our records, you have not responded to our recent notice about your overdue utility and/or security deposit bill.

REGRETFULLY, SERVICE WILL BE DISCONNECTED UNLESS WE RECEIVE AT OUR OFFICE YOUR PAYMENT FOR THE "AMOUNT TO BE PAID TO AVOID DISCONNECTION" AS SHOWN ON THE LAST BILL YOU RECEIVED, OR YOU MAKE SATISFACTORY PAYMENT ARRANGEMENTS WITHIN 10 CALENDAR DAYS OF THE NOTICE DATE INDICATED ABOVE. THE "AMOUNT TO BE PAID TO AVOID DISCONNECTION" WILL CHANGE AFTER THE BILLING DATE. HOWEVER, THE DISCONNECTION DATE WILL NOT BE AFFECTED BY RECEIPT OF ANY SUBSEQUENT BILL.

IMPORTANT NOTICE:

If you are in jeopardy of having your service disconnected for nonpayment of a security deposit, this amount must be paid in full within 10 calendar days of the date indicated above.

If you wish to pay your bill by VISA, MASTERCARD, debit card or check, please call 1-877-596-5068, or to pay at a Pay Station, contact our Credit Department to locate a Pay Station near you.

RESTORING SERVICE:

To restore your gas and/or electric service(s) you will be required to satisfy all of the following:

- Pay the entire past-due balance or the past-due amount of any extended payment plan.
- Pay the appropriate reconnection charge. Gas \$17.00; Electric \$25.00; both services \$38.00.
- Pay a security deposit (if applicable). See "Important" message box on your last bill to determine if a security deposit will be requested.
- Provide current credit information.

PLEASE NOTE: Disconnection of your utility service(s) will not result from failure to pay charges for any nonratified or nonregulated products or services. However, failure to pay charges for competitive retail electric supplier services, or other nonregulated products and services, may result in loss of those products and services. Also, failure to pay charges for competitive retail electric supplier service may result in cancellation of the customer's contract with the competitive retail electric service provider, and return of the customer to our standard offer generation service.

IF YOU ARE A LANDLORD, PLEASE NOTE:

If the Company is aware that you have tenants living in the premises affected by this final notice on your account, the Company will notify the tenants that they may assure continued service by payment of your current month's bill or the tenants may have service restored in your name by paying your current month's bill plus any reconnection charge within fourteen (14) days after the date of disconnection. Depending on local law, these tenants may deduct amounts they paid toward your bill from their rent payment, and you may be liable for civil remedies or criminal penalties if you fail to notify tenants of impending loss of service.

Further, the Company will notify the tenants that another option for continuation or reconnection of service to master-metered premises which involves the escrowing of rent in court, is available to the tenants based on a PUCO rule and existing landlord-tenant laws.

PLEASE NOTE: IF YOU ARE A TENANT AND NOT OUR CUSTOMER, this notice is intended to advise you of pending disconnection. Please contact your landlord in reference to this matter. This notice is required by Sec. 4933.12, 4933.121 and 4933.122 of the Ohio Revised Code, and rules 4901:1-18-05 and 4901:1-18-07 of the Ohio Administrative Code.

You, as a tenant or tenants, may insure the continuation of the utility service by paying the landlord's current month's bill. If the utility service is off, it can be restored in the landlord's name by paying the landlord's current month's bill plus any reconnection charge within fourteen (14) days after the date of disconnection. The amount of the current month's bill must be paid in one payment by you as the tenant or as a representative of a group of tenants. Once service is reconnected, the tenant(s) must continue to pay each subsequent month's current charges by the due date in order to insure continuation of the utility service.

In addition, a rule of the PUCO, 4901:1-18-07 Ohio Administrative Code, dealing with master-metered premises, provides an option for continuation or reconnection of your service which involves the escrowing of rent in court, under the state landlord-tenant laws, Chapter 5321 Ohio Revised Code. For further information concerning this, you may wish to contact your attorney, the Lawyer Referral Service of the Cincinnati Bar Association at (513) 381-8358, the Ohio State Legal Services Association at 1-800-589-5868, the Office of Consumers' Counsel at 1-877-742-5622, or the Public Utilities Commission of Ohio at 1-800-686-7826. For residents of Cincinnati, you may want to contact the Cincinnati Office of Consumer Services at (513) 352-3971 or the Legal Aid Society at (513) 241-9400. For residents outside the City of Cincinnati, you may want to contact your local Legal Aid Society (consult your telephone directory). Upon request, Duke Energy will provide you with PUCO-developed forms and procedures which will help you exercise your rights under this rule.

**MORE IMPORTANT INFORMATION ABOUT
YOUR SERVICE ON THE OTHER SIDE**

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EXTENDED PAYMENT PLANS AVAILABLE TO RESIDENTIAL CUSTOMERS
AS EXPLAINED IN DETAIL IN OUR RECENT MAILED "NOTICE DISCONNECTION OF SERVICE", REDUCED PAYMENTS CAN BE MADE AND DISCONNECTION AVOIDED IF YOU ARE ELIGIBLE FOR THE PERCENTAGE OF INCOME PAYMENT PLAN OR ANOTHER EXTENDED PAYMENT PLAN. CALL US TODAY FOR MORE INFORMATION.

DISPUTED BILLS

If you dispute the reason why service will be disconnected, you should contact the Duke Energy Ohio Customer Services Department at the telephone numbers listed on this notice. If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickoc.org.

CHARGE FOR FIELD COLLECTION

A charge of \$15.00 may be required: if payment is made to the Company's field representative at the customer's premises in order to avoid disconnection of service.

BILL PAYMENT ASSISTANCE MAY BE AVAILABLE TO RESIDENTIAL CUSTOMERS

Federal, state and privately-funded programs to assist in utility bill payments may be available. For information about these programs, contact one of the agencies listed below:

Energy Assistance Program (EAP)
-Includes HEAP and the former Ohio Energy Credits Program (OEC)

Local Community Action Agency
-consult your telephone directory or call the Ohio Department of Development
-toll free number: 1-800-282-0880

Emergency Home Energy Assistance Program (EHEAP)

Local Community Action Agency
-consult your telephone directory

**Community Chest Information and Referral Service
Salvation Army (HEATSHARE)**

-call (513) 721-7900
-consult your telephone directory

WEATHERIZATION

For information concerning Weatherization Programs, please contact the numbers listed below:

Low Income Weatherization Program
Duke Energy
People Working Cooperatively
(513) 351-7921

Home Weatherization Assistance (HWAP)
Local Community Action Agency
Consult your telephone directory

Cincinnati and Hamilton County Major Home Repair
People Working Cooperatively
(513) 351-7921

**CUSTOMER SERVICES DEPARTMENT
DUKE ENERGY
CUSTOMER SERVICES TELEPHONE NUMBERS
(513) 651-5100 OR 1-800-648-7777**

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- Provide current credit information.

PLEASE NOTE: Disconnection of your utility service(s) will not result from failure to pay any nontariffed or nonregulated products or services, including competitive electric or gas supplier service. However, failure to pay charges for competitive retail electric or gas supplier services, or other nontariffed or nonregulated products and services, may result in loss of those products and services. Also, failure to pay charges for competitive retail electric supplier service may result in cancellation of the customer's contract with the competitive retail electric service provider, and return of the customer to our standard offer generation service.

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EXTENDED PAYMENT PLANS AVAILABLE TO RESIDENTIAL CUSTOMERS
AS EXPLAINED IN DETAIL IN OUR RECENT MAILED "NOTICE DISCONNECTION OF SERVICE", REDUCED PAYMENTS CAN BE MADE AND DISCONNECTION AVOIDED IF YOU ARE ELIGIBLE FOR THE PERCENTAGE OF INCOME PAYMENT PLAN (PIPP) OR ANOTHER EXTENDED PAYMENT PLAN. CALL US TODAY FOR MORE INFORMATION.

SPECIAL WINTER RECONNECTION PROVISION

Effective October 15, 2007 through April 15, 2008 residential customers can avoid disconnection or have gas and/or electric service(s) restored, on a one-time basis, by paying \$175.00 and enrolling in an extended payment plan. If your gas and/or electric service(s) has been disconnected, a reconnection charge must be paid in addition to the \$175.00.

"If you choose to pay the \$175.00 Special Winter Provision the remaining balance of your bill will be placed on a 6 month payment plan. For the next 6 months you will pay 1/6th of the remaining balance plus current utility charges.

Please note: Funds from Emergency Home Energy Assistance Program (EHEAP) or other emergency energy assistance programs can be applied toward the \$175.00 payment.

DISPUTED BILLS

If you dispute the reason why service will be disconnected, you should contact the Duke Energy Ohio Customer Services Department at the telephone numbers listed on this notice. If your complaint is not resolved after you have called Duke Energy Ohio, or for general utility information, residential and business consumers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.picocc.org.

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Federal, state and privately-funded programs to assist in utility bill payments may be available. For information about these programs, contact one of the agencies listed below:

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-consult your telephone directory or call the
Ohio Department of Development
-toll free number: 1-800-282-0680

Emergency Home Energy Assistance Program (EHEAP)

Local Community Action Agency
-consult your telephone directory
-call (513) 721-7900
-consult your telephone directory

**Community Chest Information and Referral Service
Salvation Army (HEATSHARE)**

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People Working Cooperatively
(513) 351-7921

Home Weatherization Assistance (HWAP)
Local Community Action Agency
Consult your telephone directory

Cincinnati and Hamilton County Major Home Repair
People Working Cooperatively
(513) 351-7921

**CUSTOMER SERVICES DEPARTMENT
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CUSTOMER SERVICES TELEPHONE NUMBERS
(513) 651-5100 OR 1-800-648-7777**