

**FILE**

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:24 AM  
**To:** Docketing  
**Subject:** Duke Energy

08-709-EL-AIR  
08-710-EL-ATA  
08-711-EL-AAM

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Michelle Cornett  
138 Highridge Ct

Franklin, OH 45005

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:  
Doesn't Duke have insurance to cover incidents like this?

Please docket the attached in the case number above.

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2009 JAN 22 PM 4:41  
PUCO

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Technician                      Date Processed - JAN 22 2009

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 8:21 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

**Memorandum**

Date: 1/22/2009

Re: Perry Mattan  
9877 Norcrest Dr

Cincinnati, OH 45231

Docketing Case No.: 08-709-EL-AIR

**Notes: COMPLAINT DESCRIPTION:**

How can you approve Duke to charge us to recover the damage they got from the wind storm. I dont see any one that I can charge for item and damage I got from it. If Duke wouldnt cut back on the tree trimming around lines this wouldnt have been so bad. How much aid did Duke get from the Government? Dont they have insurance like I do? Because the cut the budget for tree trimming and let the tree grow to much in the lines this wouldnt of happen. So they save some money with budget cutting we get the bill because they didnt do thier job. This is a joke ever one of you should be a shame passing this bill to us because they didnt maintan thier lines like they should have been doing. Should be a law that any one that grows a tree in the lines should be fine. Or let them pay the bill. When we bought this house 1 1/2 year ago I cut down all my trees that was to close to the lines. Why should I have to paid for other mistake none of my trees or anything on my land did any thing to cause this. Its Duke and any one that let thier trees grow around the lines that should paid this bill. I live on a fixed income guess I dont get to eat for while because of Duke lack to keep the tree trim like when it was CGandE. Thank you for your time. Perry Mattan

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 8:23 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Kelly Myers  
2857 Pine Grove Ave

Cincinnati, OH 45236

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

Duke has been given permission to bill their customers over 3 years for their costs incurred during our September 2008 windstorm. This is an outrage! We were without power for over a week and suffered numerous losses (food, time off work, etc). Duke was very slow to restore the power yet quick to bill us for the week we were without power. In fact, while our power was out they sent a meter reader to our house to read the meter, which was not operating because it's electric! The meter reader placed a notice on our door that they were unable to read the meter and that we needed to call in a reading within 48 hours or our power would be cut off! Seriously? They had the manpower to send these people to homes that didn't have power, yet couldn't turn it on? It was a slap in the face. Considering this is a once in a lifetime occurrence (let's hope), Duke can learn from their mistakes and not turn to the customers to pay for their slow response. Please do not let them gouge us further!

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 8:24 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: William Lawrence  
7051 Gracely

Cincinnati, OH 45233

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I saw on the local news that Duke Energy will be charging it's clients , with interest, for repairs necessitated by the windstorm in 2008. Please provide a justification as to how this has been substantiated as fair and legal to charge above beyond standard rates in as much as maintenance and repairs are obvious costs of doing business for Duke Energy be that budgeted overrun costs or insurable costs due to acts of God. I ,and my office, were without power for 6 days during this period and yet I have no means of seeking remuneration by Duke for the lack of service and monies lost, both personal and professional, during this period .

Thanks in advance for your response. WJL

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 8:27 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Sam Myers  
5038 E Eastwood

Cincinnati, OH 45227

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I have just received word that Duke Energy customers will be paying for the September wind damage (with interest) for the next three years? Is this some sort of joke? Please explain to me how this is legal.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 8:29 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Santina Oconnell  
6759 Midnight Sun

Maineville, OH 45039

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

Allowing Duke to charge the customer for the "act of God" windstorm is a very poor decision. We were no more in control than they were and at they're mercy. We did not elect them to pay the money to fix their own issues. In this economy, the added expense plus interest! It will cripple the homeowner after just raising the rates like they did! Why don't they write it off of all the money they owe customers for the tax free deals they made without giving us credit! I lost food, and power for 4 days. My neighbors had power, and ours was only restored because someone saw a crew out here with no idea the power was out. Duke needs to maintain an emergency plan for its customers, not at the cost of its customers. I hope there is a class action suit against this because I will rally the troops!

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 8:32 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Amy Dees  
6582 Canastota Dr

Hamilton, OH 45011

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I am NOT ok with paying for Duke's costs from the Windstorm. I do not even get Electric from Duke so I especially see NO REASON for me to foot the bill. This is not the responsibility of the consumer regardless. It is the risk a business takes when dealing with mother nature.

<http://www.wcpo.com/news/local/story/Duke-Customers-Footing-Bill-For-Windstorm/33sw0Z1IDE-OjJBK8eCQSw.csp>

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 8:35 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Penny Taylor  
470 Cavalcade

Harrison, OH 45030

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I think what you are doing is wrong. I lost 5 days work (with no pay), a freezer full of food plus the refrigerator. Who is going to pay me for that. I didn't file a claim with my insurance. Can't get the wages I lost anyway. We already pay you monthly for keeping our service up and running. That is YOUR JOB!!!! Why should we have to pay AGAIN!! Turn it into YOUR insurance company. Sorry I think your company is trying to profit off of all the hardship that we had. That is gouging!!!

Please docket the attached in the case number above.

1/22/2009



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:33 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Michelle Cornett  
138 Highridge Ct

Franklin, OH 45005

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:  
Doesn't Duke have insurance to cover incidents like this?

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:36 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Cheryl Wiser  
23 Doe Ct

Fairfield, OH 45014

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I am writing today to file a complaint about Duke Energy passing on the cost of the windstorm to me. I am a single mom who is educated and has a good job, therefore I am not eligible for any financial assistance from Duke. The 2008 windstorm cost me roughly \$600 - between the huge grocery shopping trip I took the day before the storm, and the need to find restaurants to eat in , and misc other expenses. That figure represents 27% of my take home pay for the month that was lost due to Duke energy's inability to keep my power on. That is quite a lot for a single parent, or any household for that matter! Until I see that Duke has taken the same financial hit that I have, I am protesting the increase in fees that I will have to pay to bail them out.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:37 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Gina Howard  
9131 Meadow Dr

Cincinnati, OH 45236

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

It is completely unfair for Duke Energy to ask its customers to pay for the entire bill from the September wind storm.

I understand that we could be asked to chip in, but Duke should be responsible for half of the charges. If they are not required to pay their fair share, what is to stop them from passing every little incident directly on to the customer. It gives them no accountability for maintaining their equipment.

I respectfully request that the utility regulators reconsider this decision and pose that the cost be split 50/50 between Duke and its customers.

Sincerely, Gina Howard

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:39 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Alicia Tonkin

, 00000

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

What I find ironic is that we did not lose power during the storm, yet I am going to be billed for what is essentially Duke's problem? Something doesn't jive here..... This is basically theft, and from what I've been told, theft is against the law.....

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:42 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Heather Kress  
3245 Hanna Ave

Cincinnati, OH 45211

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I am complaining that Duke Energy received an approval to charge its customers to pay for the damage from the Sept. 14th windstorm. It's not our fault (nor is it theirs) but their job is to provide gas and electric to our homes. When the power goes out, its their job to get it fixed, no matter how much it costs.

It's absolutely ridiculous and once again, someone protecting the big dogs. In this economy, families can barely pay their electric bill. Now we have to worry about having to pay back \$31 million? I pay almost \$500 a month for Duke Energy (I live in an older house) so now they are going to be able to take even more from me because they can't handle the full consequences of natural disasters. It comes with the territory of the company it is. It's not fair to pass the expense onto the little people.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:44 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Carolyn Brookover

, 00000

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I fully object to consumers footing the bill for Duke Energy's loss during the September windstorms. How about Duke paying our lost wages, spoiled groceries and ice that we had to replenish? This is a crock of shit! We are in a recession and this is simply a bail-out for Duke. Give us a damn bail-out!

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:47 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Kenny Reardon

Harrison, OH 45030

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

Why should I have to pay for their equipment? Its not our fault that mother nature decided to destroy their lines. I already pay for their service. Why should I have to pay for their equipment? They have already raised rates enough. Its hard enough to pay my curent bills at their current rates. The economy is in a recession and the multi-million dollar companies that can afford to take a loss are putting the hardship back on the consumer again, and people wonder why forclosures are happening. Why don't we ask them if they just want to send us all a bill for all the utilities we use, and then send us another bill for their lunch that day also?

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:50 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Sara Hauenstein  
24 Merlin Dr E

Fairfield, OH 45014

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I feel Duke is overcharging its customers in the Cincinnati Area. Now, I've just heard news that they will be making us pay for the 2008 windstorm damage. I was not even a Duke customer at the time of the windstorm so I do not feel I should have to foot the bill. I live in a 950 square foot apartment and I am already paying over \$150 a month and our thermostat is not set at over 68 degrees at any time. With the economy in the shape it is in right now, something needs to be done to stop the incessant raising of energy costs. Fight for the people, not the corporations. EVERYONE bore costs because of the windstorm damage. Consumers lost food and had to purchase gas for generators (if they were lucky enough to have one). Why are all the costs being passed to the consumer? Maybe Duke should have maintained some of their lines better....trees should have been trimmed back, etc. The most insulting part is that Duke is adding INTEREST on to the costs they are passing on for the windstorm damage. Consumers are already suffering from the economy. Where is OUR BAILOUT????

Please docket the attached in the case number above.

1/22/2009



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:52 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Henderson  
3163 Roesch Blvd  
# 6  
Fairfield, OH 45014

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

How could you possibly want customers to help when you have taken every dime we have???? The economy is in bad shape, people have lost jobs, taken their own lives and all you care about is re-cooping your damn money? My suggestion ask for part of the bailout and get it that way. To stress your customers even more who are already struggling is ridiculous and down right un- American. I wish we have choice to bring back CG&E! Very unsatisfied and pissed off customer

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:54 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Tameka James  
600 W Point Pleasant Cir  
Apt 35  
Fairfield, OH 45014

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

My complaint is that I think that it is extremely ridiculous that Duke Energy's customers are going to have to pay for Duke Energy's loss during the 9/14/08, windstorm. We were without power for days and some others were without power for weeks. Why do we have to pay for services that we didn't even use?

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 9:57 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Shelley Myers  
5038 Eastwood Cir

Cincinnati, OH 45227

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I am extremely upset and disappointed that PUCO has conceded to allowing Duke Energy to bill their customers for their financial loss that resulted from the wind storm in September of 2008. I understand that they lost money, but so did all of the customers who were out of power. Hundreds of dollars worth of refrigerated and frozen food had to be just thrown away. That is a significant loss for an average working family. PUCO is in essence adding insult to injury by supporting Duke Energy's unethical ways.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 11:05 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Karen Vanderburg  
9790 Condor Dr

Cincinnati, OH 45251

Docketing Case No.: 08-709-EL-AIR

Notes: COMMENT DESCRIPTION:

I am OUTRAGED that in you would grant Duke Energy, a MONOPOLY, the right to recover their costs for the September windstorm, WITH INTEREST! My bill (in 3 years time) has gone from \$79/month to \$141/month on even billing. Now thanks to you, my bill will go up even more. I, along with countless others are struggling to make ends meet. I cannot imagine what those who are on fixed incomes are going through. Let the stockholders and the "fat cat" CEO's of Duke take the hit for once - the consumers have had enough! If I had a choice of energy suppliers, you can bet your bottom dollar that it wouldn't be Duke. They have made the old Cinergy look like veritable princes. PS I don't want to submit my name and address to Duke for fear of reprisals.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 11:16 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Wirfel  
6892 Ruwes Oak Dr

Cincinnati, OH 45236

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

Duke Customers Footing Bill For Windstorm

I disagree with Duke being allowed to create a bill rider to recover the costs over a three year period for work done to restore power from the windstorms late last year. All companies should allow for such contingencies that impact their bottom line and Duke should be no different. This just amounts to another bail out of a company that failed to plan properly. Granted that the wind storm was a freak of nature but we deal with nature in many other ways including ice storms. If every time they spend more than what was planned, it shouldn't be the consumer who should suffer and be asked to "Foot the Bill" in an already tight economy it should come from being more fiscally responsible internally.

Thanks for listening. Greg Wirfel

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 11:19 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Roslynn Ice  
3658 Woodford Rd  
Apt 104  
Cincinnati, OH 45213

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

The Customer should not have to pay for this!

It looks like Duke Energy customers will be footing the bill for the September 14th windstorm.

The windstorm cost Duke Energy \$31 million.

Ohio Utility regulators have now approved Duke's request to collect the money with interest over time from its customers.

Duke will be allowed to create a bill rider to recover the costs over a three year period.

A similar bill to recover \$4.92 million in expenses passed earlier this month in Northern Kentucky.

The windstorm knocked out power to most of Duke's customers in Greater Cincinnati and Northern Kentucky.

Anyone who wants to file a complaint can do so by clicking [here](#).

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 11:22 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Robin Rubemeyer  
1013 Ebenezer Rd

Cincinnati, OH 45233

Docketing Case No.: 08-709-EL-AIR

Notes: COMPLAINT DESCRIPTION:

I do not feel it is our responsibility to be accrued expenses that are not budgeted in your accounts for emergencies. We are charged way too much as it is and this shouldn't be added onto our accounts. thank you for this consideration, everyone is struggling as it is and working 2 and 3 jobs just to stay afloat.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 11:25 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

**Memorandum**

Date: 1/22/2009

Re: Kalinda Mastromauro  
734 Shady Holw

Milford, OH 45150

Docketing Case No.: 08-709-EL-AIR

**Notes: COMMENT DESCRIPTION:**

Duke Energy needs to absorb the costs associated with the delivery of it's product.

We do not pay them to name buildings. It is not our responsibility that their revenue is offset by civil and legal actions that they have bought onto themselves. We do not pay them to make charitable contributions.

*We pay them to deliver gas and electricity.*

If the company were to be in fear of going under, it would be understandable... but it is not... it just needs to be more responsible in how it spends it's money.

Please docket the attached in the case number above.



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 11:33 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Lee Slatter  
5680 Fredricksburg Ct

Cincinnati, OH 45227

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I am filing a complaint against the Duke Energy company that "services" the Hamilton county area. I recently read that they have been allowed to pass on the costs of the wind storm of 2008, with interest, mind you, to the customer. How does this happen??? How can a company operate under these circumstances. Duke slashes work force a few years back to allow profit to roll in, then the very FIRST emergency they have, they are short handed to service PAYING customers. This is an outrage. For us to pick up the tab on their lack of planning is criminal. My business would never survive under these tactics. Shameful to say the very least. All this on top of hiked rates again this year. This is a borderline Monopoly situation here. I am truly disgusted in their behavior.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 11:37 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Nancy Worrall  
3519 Madison Park

Cincinnati, OH 45209

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

Complaint.....not to raise prices on gas & electric for consumers in Cincinnati, Ohio. I can not afford to pay any more each month due to the fact that I am unemployed like so many poor & middle class in this city. Duke makes so much money now that they do not need to raise are charges for gas & electric. charge companies more not the home owners & renters in this city.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 1:07 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 113582.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Crystal Mount  
3968 Race Rd

Cincinnati, OH 45211

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes:

Please docket the attached in the case number above.

1/22/2009

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42824  
Sent: 1/18/2009 8:03:14 PM  
Message:  
WEB ID: 42824 AT:01-18-2009 at 08:03 PM

TYPE: complaint

NAME: Ms. crystal mount

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 3968 race rd
- cincinnati , Ohio 45211
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: ccat@fuse.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: duke energy
- Name on account: crystal mount
- Service address: 3968 race rd
- Service phone: 5134717824
- Account Number: 25500287236

COMPLAINT DESCRIPTION:

I wish to complain that I do not think that it is remotely fair that I have to pay for the windstorm damage in cincinnati that caused me to be without power for 5 days. me and my 2 children had to have meals at a church and showers at a friends, it cost me extra money for gas, a fridge of food that went bad, and kids out of school. nobody reimbursed me for that. I barely have the money to pay my regular usage every month let alone extras which was not my fault.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 1:04 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 113623.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Dan Maziar

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes:

Please docket the attached in the case number above.

1/22/2009

From: "webmaster@puc.state.oh.us"  
 To: "ContactThePUCO@puc.state.oh.us"  
 Subject: 42847  
 Sent: 1/19/2009 11:15:01 AM  
 Message:  
 WEB ID: 42847 AT:01-19-2009 at 11:14 AM

TYPE: question

NAME: Mr. Dan Maziar

CONTACT SENDER ? Yes

MAILING ADDRESS:

- *(NO CITY?) , Ohio (NO ZIP??)*
- USA

PHONE INFORMATION:

- Home: *(no home phone provided?)*
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: dmaziar@fuse.net

INDUSTRY:Other

ACCOUNT INFORMATION:

- *(no utility company name provided?)*
- *(no account name provided?)*
- *(no service address provided?)*
- *(no service phone number provided?)*
- *(no account number provided?)*

QUESTION DESCRIPTION:

I recently saw two items related to rates with Duke Energy in the Cincinnati area. The first was related to the significantly larger gas bills and the cost associated with the storm damage in the fall. They said that gas rates were high due to gas commitments they hedged back in August. Once those expire the rates will improve. However, they did go on to say they are seeking a rate increase which translates into probably little to no change. My question here is since Duke is a publically traded company (which pays a fairly high dividend) and they made bets that they thought would improve their profits and those bets fail, why is it the consumers obligation to bail them out. You see it every day in the news about companies getting hit with losses. For Duke, they can't lose they just push on their bad business to the consumer who frankly, don't really have a lot of choices. Public utilities are still very heavily weighted toward monopolies. Second, they reported that the cost of repairs due to the storm were approved by the PUCO to be distributed back to the consumer. Again, as a publically traded company, why? After the 911 attacks and after hurricanes insure companies don't have the luxury of recouping all their cost. That's just part of business. Not to mention, they sent a large number of crews from the Cincinnati market ahead of the storm. Then had to call other crews from other states. How much of their lack of planning resulted in increased cost and how about us consumers that were without power for 3-5 days. Why would the PUCO allow this. I don't see it being in the best interest of the consumer.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 12:45 PM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 113669.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Denise Audas  
2974 Libra Ln  
Cincinnati, OH 45251

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM.

Notes:

Please docket the attached in the case number above.

1/22/2009

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42868  
Sent: 1/19/2009 4:30:50 PM  
Message:  
WEB ID: 42868 AT:01-19-2009 at 04:30 PM

TYPE: complaint

NAME: Mrs. Denise Audas

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2974 Libra Lane
- Cincinnati , Ohio 45251
- USA

PHONE INFORMATION:

- Home: (513)931-5184
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: Audasc@aol.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke Energy
- Name on account: Denise Audas
- Service address: 2974 Libra Lane
- Service phone: (513)931-5184
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I think that the consumers are suffering enough with the gas and electric bills with the higher rates. My husband is out of work and we already can only pay the minimum to keep it on. Now you want more from us to pay for the storm, that we already have had to spend money out of our pockets for our lost food, work, or etc. Doesn't insurance companies pay for the repairs? Why does the consumer get hit time and time again? When will it stop?????????????????



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 3:40 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Rob Buschur

, 00000

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I should not have to foot the bill for Duke losses due to the windstorm. I didnt cause the windstorm, or any damages from it. The damage was caused in part by Duke's failure to properly keep their lines clear of branches. This is what you get for deregulation - grow a pair and stand up to Duke.

I will be compiling my losses from the windstorm - ie lost income, lost food etc and will be sending a bill to both Duke and PUCO.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 3:42 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Traci Nickels  
228 N 4th St

Williamsburg, OH 45176

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I've read on WLWT that Duke is going to charge it's customer's to recoup 31 million dollars they lost in the windstorm in Sept. 08. I feel that this is totally uncalled for. The windstorm is a natural disaster and an act of God. Does Duke not have an emergency fund or insurance to recover that cost of a natural disaster??? There are loads of people in the Cincinnati area that are very upset over this. Does Duke not take in to consideration that people lost lots of \$\$ in this natural disaster already??? Who do we recover our losses from?? Yes, there is insurance but some lost wages, gas to get to a place that had electric, so we could purchase ice to prevent loosing more food. I hope you do something about issue with Duke Energy!

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 3:44 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Thai Diec  
3163 Mozart Ave  
# 3  
Cincinnati, OH 45211

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I was just informed of the plan to charge customers for the bill of fixing Duke Energy lines. Either its DUKE's power lines or its tax payer's lines. If its our line fine, i'll pay for it, BUT I want some of the profit Duke makes spread out between us customers. They cannot have it both ways. No wonder the economy is in the shitter, Corporations ONLY collect bills for their bank account, not for operating expenses.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 3:46 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Albert Vonderheide  
563 Delta Ter

Cincinnati, OH 45226

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

you the puco did not need to give duke the go ahead for us the customers to pay for their damage lines. this company is a bad run company. they only care for what they can get out of ohio customers. every good run company has insurance for storm damages. let the overpaid underworked ceo like mr rogers get insurance and work for free. duke must be removed from ohio now. you members of the puco must also be removed and forced to stand election and not cronie-and hacks OF OHIO GOVENORS.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 3:56 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Yoli Baker  
5763 Kroegermount

Cincinnati, OH 45239

Docketing Case No.: 8-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I would like to make a complaint about Duke Energy having the customers pay for the September windstorm bill. This is not the customers responsibility to pay for the job that Duke is providing except for our usage of gas and electric at our property (which is extremely expensive). I want to know why it is our responsibility to pay for the windstorm? I didn't get paid for the day I missed of work and I didn't get paid for the damage to my property. This is the responsibility of Duke Energy and their employees - this is part of their job. Doesn't Duke have any kind of fund or insurance? In these days of recession where we are all having trouble paying our own energy bill, how are we expected to pay more for something that we have nothing to do with. This was a natural disaster that Duke should have to deal with just like us.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 3:59 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Barby Lack  
4175 Hickory Glen Dr

Hamilton, OH 45011

Docketing Case No.: 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM

Notes: COMPLAINT DESCRIPTION:

I learned today that Cinergy intends on passing along the 31mill in lost revenue from the wind storm to it's customers over a 3 year span. I work for a small company who too lost money during that storm but we do not have any recourse on that money. I know it is a huge loss for Cinergy but if small businesses have to suffer then large corporations should as well.

Please docket the attached in the case number above.

1/22/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 22, 2009 4:04 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/22/2009

Re: Caitrin King  
994 W North Bend Rd

Cincinnati, OH 45224

Docketing Case No.:08-709-EL-AIR, 08-710-EL-ATA, and  
08-711-EL-AAM

Notes:

NAME: Mrs. Caitrin King  
CONTACT SENDER ? Yes  
MAILING ADDRESS:  
994 W North Bend Rd  
Cincinnati , OH 45224  
USA

PHONE INFORMATION:

Home: 513-681-5464  
Alternative: 513-460-8067  
Fax: 513-931-0779

E-MAIL: trinytrin@yahoo.com

COMPLAINT DESCRIPTION:

I do not agree with the rider for Duke customers to pay an additional amount for current or previous problems. I can barely pay for my heat and energy now and my house is still cold. This storm was an act of nature and as the only (choice of) company in the business in this area, Duke should be responsible for doing their job as it applies to these types of situations.

Please docket the attached in the case number above.

1/22/2009