

**FILE**

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:43 PM  
**To:** Docketing  
**Subject:** Duke Energy

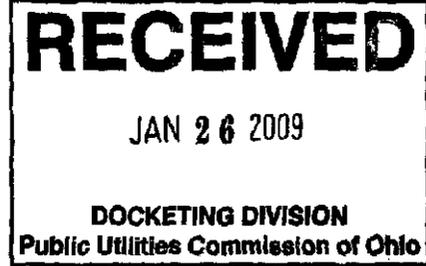
Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Paul Ficker  
3549 Centurion

Cincinnati, OH 45211



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

**Notes: COMPLAINT DESCRIPTION:**

is it not the responsibility of a utility co. to provide a service??? do they not carry some insurance to cover these cost..? what exactly is their responsibility if their customers have to carry the expense of doing business.

Please docket the attached in the case number above.

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 \_\_\_\_\_ Date Processed - **JAN 27 2009**

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:40 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Michele Holthaus

, 00000

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

Notes: COMPLAINT DESCRIPTION:

Complaint regarding the ability of Duke Energy to recoup their expenses from the windstorm. I am furious that this may occur. I am a single mother trying to keep food on the table by cutting back my heat and AC. How dare you now expect me to pay for the unfortunate weather patterns. I can't do it.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:35 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Tim Sarvak  
1241 Woodchase Trl

Batavia, OH 45103

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

Notes: COMPLAINT DESCRIPTION:

The approval from PUCO for Duke Energy to recoup their losses from their customers as a result of the September 2008 windstorm is an outrage! How can a for-profit business be given the license to essentially 'extort' money from their customers? What can we do if we don't want to pay the extra rider fee, cancel our electric service? Obviously, Duke knows how to work the system. They hold all the cards. What kind of representation did the customer have during these hearings which gave Duke their approval to levy this surcharge? Any destructive, random acts of nature are part of the cost of doing business and the customer should NOT be penalized or punished for it! Is this forum the only way that I can express my displeasure with this decision?

Sincerely,  
Tim Sarvak  
Batavia, Ohio

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:32 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Katherine Eadicicco  
215 Maple

Cincinnati, OH 45215

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

Notes: COMPLAINT DESCRIPTION:

It is sickening that Duke was approved to charge it's customers for the windstorm. That is something that was out of our control. I did not have power for 5 days and now I have to pay extra for not having power?! Duke is an energy supply company that should be prepared for such events. Why not take the cut out of the CEO's pay or bonus!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us

**Sent:** Monday, January 26, 2009 4:30 PM

**To:** Docketing

**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Grant Richardson  
3359 Greencrest

, 00000

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

Notes: I would like to know why customers should pay for the expense of the wind storm. Does Duke not have insurance? Grocery stores did not jack up prices to cover their losses, as a matter of fact they lowered most cost following the storm. At this time in our society how can you expect people to pay for an "act of god" situation. Duke already over charges for services and without another energy company customers are left with no choice but to stay with them.

Thank you for your time

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us

**Sent:** Monday, January 26, 2009 4:28 PM

**To:** Docketing

**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Lisa Davis  
9148 Depalma

Cincinnati, OH 45251

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

Notes: COMPLAINT DESCRIPTION:

want to file a complaint based on the article that customers are going to foot the \$31M bill from the windstorm. Is this a joke? This storm should be paid for by Duke, this is the cost of doing business just as my homeowner's policy deductible that I had to pay from the storm....did I bill my bank to cover damage to my home...NO!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us

**Sent:** Monday, January 26, 2009 4:26 PM

**To:** Docketing

**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Mary Evans  
2673 Wendee  
# 1833  
Cincinnati, OH 45238

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

Notes: COMPLAINT DESCRIPTION:

Why on earth would the utility company be able to have us pay these costs? Perhaps if they had made an investment in their infrastructure and had an appropriate plan for a disaster, we wouldn't have been without service. They didn't replace my food and I wasn't able to claim any of this except on my insurance policy, so why do I need to pay Duke? As a matter of fact, all of the money for alternative living arrangements, food, gas (for the commute) came out of my pocket. Why do I need to pay and Duke Energy doesn't?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:24 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Heather Moore  
722 Hawthorne

Cincinnati, OH 45205

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

Notes: COMPLAINT DESCRIPTION:

It is outrageous to think that as a consumer, whom was affected by the September windstorms. Am now responsible to reimburse DUKE Energy back for their expenses for fixing THEIR equipment! While in the meantime we were losing food, and sitting in the dark! I did NOT get a pro rated bill for October, for having no electric for 48 hours! My utility lines run UNDERGROUND and I still lost power! SO I know it wasn't MY lines they were repairing, yet you want to hold me liable for paying?? Duke still after paying out their 31 million STILL managed to make a profit! I will advance this to a higher authority if the need arises, I am tired of being walked and stomped all over by major million dollar making companies! Fix this now!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:22 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Vivian Viars  
104 Mackie Ln

Harrison, OH 45030

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

Notes: COMPLAINT DESCRIPTION:

I am very distressed that the PUCO is allowing Duke to charge their customers for the wind storm back in Sept. 08. Many people (including myself) were without electricity for days or weeks. We lost roofs, siding, and food in our freezers. Who is paying for our lost wages, due to not being able to take a shower or get dressed in the dark? We were somewhat reimbursed by our insurance companies for damages (less depreciation and deductibles) So we lost there, now we are being penalized for something that was not our fault. Duke should have insurance to cover their lost revenue. So basically we are paying for not having electric for days on end. What A SHAME!!! Do they have a conscience?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:20 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Anthony Padur  
3271 Dickinson

Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:

Besides having to restore power to the grid I'm in, Duke did not need to do anything whatsoever to my property! Why should we be charged. They got state money to repay what was spent, so why charge US more?? We didn't CAUSE the wind storm. They are the serving company, they should not charge us for all the time spent fixing the old or out dated equipment. This is utter BS!!! They make millions upon millions from us each month. Where is it all going? Are the execs taking big trips or flying in their personal jets and driving their big company cars all around??? Do an audit and see what the corporate charge cards are really being used for!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:18 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Kevin Conte  
1174 Nancy Lee

Cincinnati, OH 45238

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

Notes: COMPLAINT DESCRIPTION:

I think it is horrible that I have to pay extra, for sitting in the dark for four days. I thought we were already paying Duke for this type of service

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:17 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Rebecca Balistreri

, 00000

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

Notes: COMPLAINT DESCRIPTION:

You approved a bill rider for Duke energy to recoup the costs of the September windstorm over a 3 year period (plus interest). The costs, according to Duke, were \$31 million. According to their website, there are close to 1.6 million customers in the midwest. That comes out to \$19.41 per customer. Why do we need to be charged \$19.41 over a 3 year period, PLUS INTEREST?? That seems like overkill.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:15 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Chris Rolke  
7106 Tallwood Ct

Loveland, OH 45140

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

Notes: COMPLAINT DESCRIPTION:

how can PUCO allow a company to allow excess charges to be placed on to our bill due to an act of nature

i know that any damage that i had i paid for. 31 million dollars plus interest on top of a rate hike.

like anything else in government screw the little people.

that is the cost of doing business.

one way or another duke will screw us

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 4:12 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Hollingsworth

Loveland, OH 45140

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

Notes: COMMENT DESCRIPTION:

ok duke get there money for the wind damage who is going to pay for all the food and business i lost at home and at work i own a cafe and state farm told me it's not coverd so i'm out of thousands of dollar's this sucks

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:59 PM  
**To:** cgivens@cinergy.com; cgivens@cinergy.com; Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Denise Weiss  
6932 Dianna

Cincinnati, OH 45239

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. January 22, 2009

Denise Weiss

6932 Dianna

Cincinnati, OH 45239

CASE ID: DWEI01220985

Dear Ms. Weiss:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding Duke Energy's (Duke) request for authority to modify accounting procedures to defer operating and maintenance expenses associated with the September 14, 2008 Hurricane Ike wind storm.

The PUCO approved the modified accounting procedure which allows Duke to defer the costs associated with the wind storm. However, the PUCO did not approve recovery of these costs. Duke has also requested to be allowed to recover Hurricane Ike storm damage costs through additional rates. A determination of the reasonableness of the proposed amounts and the recovery of those amounts, if any, will be thoroughly examined and addressed in a future proceeding before the PUCO. I have filed your comments in the case docket numbers 08-709-EL-AIR, 08-710-EL-ATA, and 08-711-EL-AAM. As a result, your comments will become a permanent part of the record in these cases.

1/27/2009

Should you have further questions regarding this issue or any other utility-related matter, please call the PUCO Consumer Hotline at 1-800-686-PUCO (7826). For more information regarding the PUCO, visit us on the web at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov).

Sincerely,

Mariner Taft  
Customer Service Investigator  
Service Monitoring and Enforcement Department

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:45 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Judy Snow  
5631 Bramble

Cincinnati, OH 45227

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

Notes: COMPLAINT DESCRIPTION:

the wind storm was a act of god that's what my insurance company said after they told me it would be cheaper for me to pay for my own damages then for them to pay for it.so duke you made millions off of us the last 4or 5 years give us a break.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:31 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Julie Dollenmayer  
1532 Devils Backbone

Cincinnati, OH 45233

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

Notes: COMPLAINT DESCRIPTION:

I want to lodge a complaint against the announcement the Duke Energy is going to recoup their expenses for the windstorm. This is WRONG!!!! I did not lose my power at all and did not have to call on Duke, but I am going to have to pay. Plus, the service Duke provided to their customers is what we pay for each month. They are the only gas/electric utility company in town, we have no other choice but to use them so we are at their mercy; however, as the only service provider in the area, they are obligated to service their customers. I am sure Duke has also made an insurance claim and will get some kind of compensation from that. This stinks to high heaven and it reminds me of the Zimmer debacle all over again. The consumers ended up paying for that huge and costly mistake and now that there is an act of God which was beyond our control, we are paying again. Why can't Duke take it out of their profits. As stated on the blogs, if we have to pay for their services, then they should pay us for their profits. This is not fair to the consumer. We are required to use them if you want heat and electric but we do not seem to have any control in how much the gouge us for every little thing. Just amazing. I wish I could do the same thing to my employer -- do you think I could request they pay me for parking, clothing and food that I spend in order to come to work every day?

Please do not let this happen as it is truly a crime against the consumer!!!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:29 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Jason Gittinger  
8120 Jordan

Cleves, OH 45002

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

Notes: COMPLAINT DESCRIPTION:

I read on WCPO's website that Duke customers will be footing the bill for the September windstorm. I did not lose power at my house and did not need the services of Duke therefore I do not think I should have to "foot" any bill. My bill is already ridiculous for a 3 bedroom house where no one is really home. In my opinion they should just take the loss (even though they are making millions off of us) just like all the people who lost food and other things due to the power outages.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:25 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Shawn Morehead  
16314 State Road 148

Aurora, IN 47001

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

Notes: COMPLAINT DESCRIPTION:

I would like to file a complaint regarding charging Duke customers for the cost associated with the windstorm that affected the tri-state area. I feel that it is absurd that Duke's customers have to bear the cost of Duke's operating costs. Just as it was not Duke's fault that the windstorm caused them a great financial blow, neither was it the fault of the customers. Additionally, for those people that had no power outage or a very short power outage, it doesn't seem fair that they be punished either. I think it unfair and does the residents of the tri-state area a great disservice by approving Duke's request to bill residents for their cost of doing business.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:21 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Michael Folzenlogen  
5583 Glen Brk

Mason, OH 45040

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

Notes: COMPLAINT DESCRIPTION:  
How much is the rider from Duke going to cost each customer?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:19 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Brian Bromagen  
641 Centre St

, 00000

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

Notes: COMPLAINT DESCRIPTION:

To allow Duke to pass on such an asinine amount of fees to the customer is beyond ridiculous. What happened to the money the government gave them? Where is their insurance? The consumers are NOT responsible for bailing out this company. I imagine the CEO didn't need a pay cut for them to continue operating. The consumers don't deserve a pay cut, either. Where can I find the documents showing what amounts Duke received from the government and insurance? The consumers deserve to see the justification for this decision.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:15 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Casey Foster  
475 Waynoka Dr

Sardinia, OH 45171

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

Notes: COMPLAINT DESCRIPTION:

why is duke allowed to charge us a a bill rider with interest to cover the loss during our windstorm. it was not our faults that their equipment failed. the people who lost appliances, food, etc. had to file with their home owners insurance policies to cover their losses why cant duke do the same. As if the economy isnt bad enough & people are struggling to pay their bills with over rated electric bills as they are now only to find out that over three years they are going to be penalized for something that we have no control over? people are literally freezing to death trying to live on the lowest heat settings possible & now are going to have to decide between food or heat. This puts the hard working american people in an awful predicament. Duke needs to eat their losses like everyone else & PUCO needs to stop letting them take advantage of people!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:12 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Marilyn Beresford  
1347 Prayview Ct

Loveland, OH 45140

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

Notes: COMPLAINT DESCRIPTION:

I do not think that we should have to pay for the extra that Duke had to put out for the storm. We did not have electric for four days. You should have insurance to cover this. We have to pay for our own clean-ups and trees cut down so why should we have to reimburse Duke for Duke's equipment that we already pay dearly for. My Duke bill for last month was \$430.00. We cannot afford to pay more.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:08 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

## Memorandum

Date: 1/26/2009

Re:  
276 Mystic

Cincinnati, OH 45216

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

## Notes: COMPLAINT DESCRIPTION:

How is it that an ACT OF GOD, which is what I consider our latest wind storm to be, supposed to be costing DUKE CUSTOMERS more money? See this is what's wrong with this state/country, our utility companies should NOT BE FOR profit! We cannot live without heat in the winter, and the same ppl that die from cold, die from HEAT exhaustion in the summer, but it's OK FOR DUKE TO raise my bill \$20 when my charges for this month were for \$250, but instead I have to foot the bill for something out of my control! You assholes. I strive to put new windows in my home, replace my furnace to LOWER MY BILLS, but instead PUCO thinks its a good idea to help out the utility company bc they had to WORK TO HELP their customers out-OH BOO HOO. You guys don't work for anyone but DUKE. Many customers are already paying way too much, not getting any service whatsoever from the company when they need assistance, but hey, when they complain why should you care what families are dealing with right? IT WAS AN ACT OF GOD, would you also tax the hell out of us if we experienced a KATRINA event? Cuz thats exactly what this windstorm was!!!! I'm sure you would cuz DUKE BOUGHT YOU GUYS out in one way or another. You give most of us NO CHOICE.

ASSHOLES. The money duke is charging our family in these hardtimes, means I can't feed my family. It's either keep my electricity on, or eat. Thanks a fucking lot you losers.

Duke energy needs to be kicked out of Ohio, now they want us to pay for a Natural occurrence for storm damage from the wind, that is a bunch of BS but I doubt you will do anything about it since you obviously get paid off by Duke to allow these kind of things to happen.

Also they have had problems with their website and it is reporting the wrong amount due for all customers, they say taht it is fixed yet I now owe them 20 more dollars then I did before, this company is a sham and is overcharging all of it's customers. You should ne ashamed to work for PUCO. Why don't they just changed the name of PUCO to DUKE, might as well since you side with them every time.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:04 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Brandon Armstrong  
6719 Maple St

Cincinnati, OH 45277

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

Notes: COMPLAINT DESCRIPTION:

I think this \$32 million wind storm recoupment fee is a complete joke. That is why companies like this have insurance. If I didn't have insurance on my truck, I would be required to pay for the damage caused to it during the windstorm. Instead I just paid my deductible and the insurance company paid the rest. Why didn't I get a refund for the days that my power was out. They didn't provide me service during these days and now I am supposed to help cover the costs? This is completely ridiculous. I should be billing them for all the food I lost in my refrigerator and all the fish I lost due to not having electricity to run my aquarium pumps.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 1:01 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Ted Cwiok  
172 Brushwood Dr

Loveland, OH 45140

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

Notes: COMPLAINT DESCRIPTION:

I just wish to express my extreme dissapointment with the decision allowing Duke energy to pass on costs incurred in the recent windstorm to its captive customers. I don't feel that the condition of Duke energy's equipment and its ability to withstand abnormal or extreme weather as in this case is the responsibility of the end user. The customers already have limited options in their service provider and I assure you that if they had a decision to go with another company with newer more reliable equipment they would exercise that option. I sat quietly for 5 days during the power outage awaiting duke crews, knowing the monstrous task at hand, as a customer this is all that should be asked of me. Not to pay for the rebuilding of an aged network that should have been in better condition in the first place . In this struggling economy the last thing the general populous needs is another large corporation trying to save its bottomline at the customers expense. Unfortunately I believe that if this same storm happened 25 years from now we would be barely better off than we were this time, except with lighter pockets. Let this event be a lesson to Duke Energy, not an excuse for a rate hike. Thanks, Ted Cwiok JR.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 12:56 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re:  
5481 Mississippi Dr

Fairfield, OH 45014

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

Notes: COMPLAINT DESCRIPTION:

I don't approve of the Ohio Utility regulators approving Duke's request to collect the money with interest over time from its customers. That should be the cost of doing business. Who do I bill to recover the money I have already paid to have my roof repaired (replaced)? Insurance does not cover all of the expense. Sounds to me that some 'back room' negotiations have occurred. By the way, I despise, loath that Espanol is offered on this site.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 12:53 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Joshua Thorton  
1901 Elm Ave

Cincinnati, OH 45212

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

Notes: COMPLAINT DESCRIPTION:

I THINK IT IS A JOKE WE SHOULD HAVE TO PAY HIGHER BILLS THAN THEY ALREADY ARE BECAUSE OF A WIND STORM WE HAD NO CONTROL OVER, FOR ONE I DIDN'T EVEN LOSE MY POWER SO IT SHOULD NOT EVEN INCLUDE US. I MEAN WHERE DO YOU THINK PEOPLE THAT CAN'T EVEN AFFORD TO PAY THE BILLS NOW HAVE THE EXTRA MONEY TO PAY MORE EACH MONTH. WE PAY TAXES WHY CAN'T THAT BE USED, IT'S USED TO BUILD NEW BUILDINGS, BRIDGES, ROADS ETC. HALF IS USED FOR STUFF NOT EVEN NEEDED SO THEY NEED TO THINK UP OTHER OPTIONS. THANKS MICHELLE THORNTON!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 12:47 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Jeremy Lewis  
6375 Marathon Edenton Rd

Blanchester, OH 45107

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

Notes: COMPLAINT DESCRIPTION:

I think that it is outrageous that your company is trying to bill your customers for more money for something that they had no control over. I feel that if you end up charging us for this monthly then I will have no choice but to take legal action on this. I sincerely hope that it does not come to that but there will be no choice.

Sincerely Jeremy Lewis

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 12:45 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Jason Huhn  
528 Elm Ridge Ct

Cincinnati, OH 45244

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

Notes: COMPLAINT DESCRIPTION:

Duke should not be allowed to increase customer charges to recoup losses from the September wind storm. It is part of the risks of doing business. If the company I worked for tried to charge customers for something like this, the customers would find another place to do business. Unfortunately I do not have that option.

<http://www.bizjournals.com/charlotte/stories/2009/01/12/daily42.html>

<http://www.wlwt.com/money/18487085/detail.html>

<http://www.daytondailynews.com/b/content/oh/story/business/2009/01/14/ddn011409windstormweb.htm>

<http://www.kypost.com/content/wcposhared/story/Duke-Customers-Footing-Bill-For-Windstorm/33sw0Z1IDE-OjJBK8eCQSw.csp>

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 11:37 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Loraine Geraci

, 00000

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

Notes: COMPLAINT DESCRIPTION:

How can you allow Duke to pass the cost on to us. Personally, I didn't lose power - why should I pay? But that's not the issue here, it was an act of nature nobody caused this so why do we have to pay for it. Not only that what about all those people who didn't have power for days? Will they be compensated? Not fair, I truly thought you were to be working in the best interest of the consumer. I guess that's what I get for thinking! Thank you.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 11:34 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Chelsea Dawson  
6042 Bagdad Dr

Cincinnati, OH 45230

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

Notes: COMPLAINT DESCRIPTION:

It is CRAP that they are trying to charge us for the windstorm /blackout. It's not our fault. It is their job to repair the power quickly and I was without power for almost a week. I had to suffer enough. Now they are going to try and take more money away from me?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 11:32 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Brad Wieck  
3797 Ebenezer Rd

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I think it is absolutely crazy that Duke Energy can pass this kind of loss onto its customers. That is a service that we pay for. That windstorm was an act of god under noones control why should the customers have to pay for it. I truly hope that this will be reconsidered we pay plenty for our gas and electric to work!!!!!!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 11:23 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Lisa Hensley  
107 Robin Ave

Mount Orab, OH 45154

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

Notes: COMPLAINT DESCRIPTION:

I strongly disapprove of having to foot the bill for the windstorm. Who is going to foot the bill for my damages. Some of the were just shy of my ins. company paying for them, and who is going to pay for my hotel that I had to get because I was without power. This is something that was an act of God, I did not do this why should I have to pay for it. No one is helping me just becасue you are a larger Company does not mean that you are any better than me and deserve to get \$ and me not get any kind of \$ for all the hassel, food, hotel, repairs, etc that I had.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 11:06 AM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 112852.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Kristie Fox  
2118 Union Rd  
Middletown, OH 45042

Docketing Case No.:  
08-0711-EL-AAM

Notes:

*Please docket the attached in the case number above.*

Thank you.

1/27/2009

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42371  
Sent: 1/15/2009 12:24:56 PM  
Message:  
WEB ID: 42371 AT:01-15-2009 at 12:24 PM

TYPE: complaint

NAME: Ms. Kristie Fox

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2118 Union Road
- Middletown , Ohio 45044
- USA

PHONE INFORMATION:

- Home: 513-423-8320
- Alternative: *(no alternative phone provided?)*
- Fax: 513-423-8320

E-MAIL: ckfox@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke
- Name on account: Christi Fox
- Service address: 2118 Union Road, middletown, ohio
- Service phone: 513-423-8320
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am very discouraged that PUCO would allow Duke to charge it's customers for an act of God. Last track I had, when there is a problem the customers only pay for something that happened inside their home, everything outside was the responsibility of the electric company. (This goes the same for the phone & cable companies).

So not only was I without power for EIGHT days and spent a few hundred \$ on gas to run my generator trying to save some of my food (some of which I still lost), spent even more on candles, batteries, etc, but now I am expected to PAY Duke because they lost money? My husband who is an independant contractor lost money because he could not deliver to places who were without electric, can we charge DUKE for that? Isn't that what you are doing to us - passing it off to the consumer? Isn't part of doing business accepting the losses along with the profits? Are they going to have to start sharing their profits

with us now, too. That would be fair.

Oh, by the way, my bill was even higher the following month. So no electric for eight days, no ac used for the rest of the year should have equalled a smaller bill but actually resulted in a higher bill which tells me I've already paid them for the storm. This is just a legal way to rob the middle class once again. People can not afford much more of this!

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 11:01 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Thoams Erwin  
455 Vinegarten Dr

, 00000

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

Notes: COMPLAINT DESCRIPTION:

In this economy and considering 2008 posted profits, it's beyond absurd that PUCO would approve a measure allowing Duke Energy CUSTOMERS to foot the bill WITH INTEREST for the September wind storm. That is a cost of doing business or something perhaps their industry should have insurance to cover. It should NOT be dumped on the shoulders of the electric (and gas) customers. This is nothing but pure evil greed. Amazing, though, that Duke has plenty of \$ to spend millions putting their name on a building/stadium. Absolutely disgusting!

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:59 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Terry Hageman

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I would like to know how your are able to justify forcing Duke customers to pay for the storm damage. Isn't the cost of them doing business already reflected in their price? Its not like we have any alternatives to this company. I guess next we will be expected to pay for any Ohio Lottery Loss. People are really getting sick and tired of the corrupt Federal, State, and local Governments, I guess its just time for Dukes bailout.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:56 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Debbie Clark  
104 Shadow Lake Dr

Mason, OH 45040

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

Notes: COMPLAINT DESCRIPTION:

I have a complaint about the price of electric going up so much. We just had a 25% increase and now you are letting them pass on 31 million dollars on to the customers because of the weather. What is wrong with this commission? We cannot afford another increase. Look at the people now who are going without electric and heat. Where I am located we never had any electric outages or any clean-up. They had just come through and trimmed all the trees out this way. Why did they not do that to the other routes. I think looking into this aspect of this problem might be worth the time. Someone messed up and now the consumers have to pay for the company's mistake? This has gotten way out of controll and I do not think we should have to bail out the electric company because of their high wages and the cost they had to put out because of their mistakes.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:54 AM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 112852.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Kristie Fox  
2118 Union Rd  
Middletown, OH 45042

Docketing Case No.:  
08-0709-EL-AIR

Notes:

Please docket the attached in the case number above.

Thank you.

1/27/2009

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42371  
Sent: 1/15/2009 12:24:56 PM  
Message:  
WEB ID: 42371 AT:01-15-2009 at 12:24 PM

TYPE: complaint

NAME: Ms. Kristie Fox

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2118 Union Road
- Middletown , Ohio 45044
- USA

PHONE INFORMATION:

- Home: 513-423-8320
- Alternative: *(no alternative phone provided?)*
- Fax: 513-423-8320

E-MAIL: ckfox@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke
- Name on account: Christi Fox
- Service address: 2118 Union Road, middletown, ohio
- Service phone: 513-423-8320
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am very discouraged that PUCO would allow Duke to charge it's customers for an act of God. Last track I had, when there is a problem the customers only pay for something that happened inside their home, everything outside was the responsibility of the electric company. (This goes the same for the phone & cable companies).

So not only was I without power for EIGHT days and spent a few hundred \$ on gas to run my generator trying to save some of my food (some of which I still lost), spent even more on candles, batteries, etc, but now I am expected to PAY Duke because they lost money? My husband who is an independant contractor lost money because he could not deliver to places who were without electric, can we charge DUKE for that? Isn't that what you are doing to us - passing it off to the consumer? Isn't part of doing business accepting the losses along with the profits? Are they going to have to start sharing their profits

with us now, too. That would be fair.

Oh, by the way, my bill was even higher the following month. So no electric for eight days, no ac used for the rest of the year should have equalled a smaller bill but actually resulted in a higher bill which tells me I've already paid them for the storm. This is just a legal way to rob the middle class once again. People can not afford much more of this!

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:53 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Perschke  
5466 Tallawanda Dr

Fairfield, OH 45014

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

Notes: COMPLAINT DESCRIPTION:

I absolutely do not agree with the decision to allow Duke Energy to create a bill rider to recover costs encored due to the September 14, 2008 wind storm. That is the cost of providing the service. Is this going to happen every time we get some significant interruption in service? Wind storms of that category are not common to this area but we do get them. What about ice storm damage? Will we get billed for that also...?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:40 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Richard Gordon  
1205 Glenna Dr

Cincinnati, OH 45238

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

**Notes: COMPLAINT DESCRIPTION:**

I wish to complain about Duke Energy being able to collect the money with interest over time from its customers from the September 14th windstorm. I think it is unreasonable that they are allowed to do this. This is something that a utility company should plan ahead and budget for.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:37 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Ruth Hempleman  
841 Diane Dr

Cincinnati, OH 45245

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

Notes: COMPLAINT DESCRIPTION:

To Whom It May Concern,

I feel the decision made by the Utility Regulators to allow Duke Energy to charge "us" the consumers for the \$31 million lost due to the windstorm on 9/14/2008 is not acceptable. We the consumer should not have to bear that cost especially when so many homes were without electricity for such an extended length of time! My sister went without electricity for 4 days in the Goshen OH area. We let them use our gas generator to run their refrigerator so at least they would not lose all of their food. That means that they had to buy the gas to keep it running. So for the consumers inconvenience Duke Energy expects us to pay their lost revenues!!!!!! This is really an outrage. I hope that they will reconsider this decision.

Sincerely,

Ruth Ann Hempleman

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:35 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

**Memorandum**

Date: 1/26/2009

Re: Carrie Symon  
161 Thompson St

Trenton, OH 45067

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

Please docket the notes below in the three case numbers above:

**Notes:**

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42746  
Sent: 1/16/2009 12:49:48 PM  
Message:  
WEB ID: 42746 AT:01-16-2009 at 12:49 PM  
TYPE: complaint  
NAME: Mrs. CARRIE SYMON  
CONTACT SENDER ? No  
MAILING ADDRESS:  
(NO CITY?) , (NO STATE??) (NO ZIP??)  
(NO COUNTRY??)  
PHONE INFORMATION:  
Home: (no home phone provided?)  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: (no e-mail address provided)  
INDUSTRY:Gas  
ACCOUNT INFORMATION:  
Company: DUKE ENERGY  
Name on account: CARRIE SYMON  
Service address: 161 THOMPSON ST, TRENTON, OHIO 45067  
Service phone: 937-238-7372

1/27/2009

(no account number provided?)

**COMPLAINT DESCRIPTION:**

I, along with millions of other residents in the Ohio/Kentucky/Indiana tristate area, am **OUTRAGED** by the decision of the PUCO to allow Duke Energy to charge us an extra "rider" every month so they can recoup the costs of the September blackout. What is the thinking behind this?? Hurricane Ike was not preventable, it was an Act of God. How is it the consumer's responsibility to pay for Duke's costs?? We are the ones that lived without electricity for a week or more! Most of us lost the food in the fridge, and we couldn't make an insurance claim because most people have at least a \$500 deductible on their homeowners. Even if we lost enough food to cover the deductible, just making a claim against our homeowners would have sent our insurance rates through the roof! Who are we going to charge to recover the cost of our lost groceries?

The expenses that Duke incurred in the September blackout are **PART OF DOING BUSINESS**. And since my energy bill continues to go up every month (an increase that was also approved by PUCO -- thanks for that, by the way), I would venture to guess Duke has **WAY** more funds to cover these expenses than the consumers do.

Duke pretty much has a monopoly on energy service in this area, and they know it. That's why they asked to approve these charges, because they know there's nothing the consumer can do about it. In today's economy, people are barely able to pay their bills. I have lost a lot of faith and respect in the PUCO for approving this extra charge. I understand the PUCO works for both the consumer and the business, but in this case, it seems as though the PUCO only has the business' interest in mind.

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:34 AM  
**To:** Docketing  
**Subject:** Docketing  
**Attachments:** 112852.html

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Kristie Fox  
2118 Union Rd  
Middletown, OH 45042

Docketing Case No.:  
08-0710-EL-ATA

Notes:

Please docket the attached in the case number above.

Thank you.

1/27/2009

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42371  
Sent: 1/15/2009 12:24:56 PM  
Message:  
WEB ID: 42371 AT:01-15-2009 at 12:24 PM

TYPE: complaint

NAME: Ms. Kristie Fox

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 2118 Union Road
- Middletown , Ohio 45044
- USA

PHONE INFORMATION:

- Home: 513-423-8320
- Alternative: *(no alternative phone provided?)*
- Fax: 513-423-8320

E-MAIL: ckfox@roadrunner.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke
- Name on account: Christi Fox
- Service address: 2118 Union Road, middletown, ohio
- Service phone: 513-423-8320
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

I am very discouraged that PUCO would allow Duke to charge it's customers for an act of God. Last track I had, when there is a problem the customers only pay for something that happened inside their home, everything outside was the responsibility of the electric company. (This goes the same for the phone & cable companies).

So not only was I without power for EIGHT days and spent a few hundred \$ on gas to run my generator trying to save some of my food (some of which I still lost), spent even more on candles, batteries, etc, but now I am expected to PAY Duke because they lost money? My husband who is an independant contractor lost money because he could not deliver to places who were without electric, can we charge DUKE for that? Isn't that what you are doing to us - passing it off to the consumer? Isn't part of doing business accepting the losses along with the profits? Are they going to have to start sharing their profits

with us now, too. That would be fair.

Oh, by the way, my bill was even higher the following month. So no electric for eight days, no ac used for the rest of the year should have equalled a smaller bill but actually resulted in a higher bill which tells me I've already paid them for the storm. This is just a legal way to rob the middle class once again. People can not afford much more of this!

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:32 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Tiffany Rodriguez  
6616 Fountains Blvd  
Unit 5  
West Chester, OH 45069

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

Please docket the notes below in all three case numbers above.

Notes:

From: "webmaster@puc.state.oh.us"  
To: "ContactThePUCO@puc.state.oh.us"  
Subject: 42705  
Sent: 1/16/2009 9:32:44 AM  
Message:  
WEB ID: 42705 AT:01-16-2009 at 09:32 AM  
TYPE: complaint  
NAME: Mrs. Tiffany Rodriguez  
CONTACT SENDER ? No  
MAILING ADDRESS:  
(NO CITY?) , (NO STATE??) (NO ZIP??)  
(NO COUNTRY??)  
PHONE INFORMATION:  
Home: (no home phone provided?)  
Alternative: (no alternative phone provided?)  
Fax: (no fax number provided?)  
E-MAIL: (no e-mail address provided)  
INDUSTRY:Electric  
ACCOUNT INFORMATION:  
Company: Duke  
Name on account: Tiffany Rodriguez  
Service address: 6616 Fountains Blvd unit 5 West Chester OH 45069  
Service phone: (513)470-0472

1/27/2009

(no account number provided?)

**COMPLAINT DESCRIPTION:**

I was out of power for a week -- cold showers, spoiled food, candles, buying a grill & coal & car power converters, going to laundromats, etc. I had so many expenses involving the outage. Duke has the responsibility to provide power and fix problems. I already pay for their services. Why should I pay for when they are not providing services?

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:26 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Dave Maphet  
7175 Shiloh Rd

Goshen, OH 45122

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

Notes: COMPLAINT DESCRIPTION:

I want to know why Duke is allowed to charge us for the recent storm damage. I have to carry insurance to cover myself in case of unexpected emergencies. This is an example of corporate greed at it's finest. They should be required to carry insurance and not count on customers to take up the slack. What other choice do I have for my energy needs? I can get a different phone company but I am stuck. You guys just let them increase rates. They are a carpet bagger company anyway that's why they care little for their customers here in Cincinnati.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:23 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Gary Bates  
5897 Turning Leaf Way

Maineville, OH 45039

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

Notes: COMPLAINT DESCRIPTION:

How can duke energy make us pay for something that isn't even our fault. Isn't enough that they want to keep raising our rates. Then they want us to pay, EVEN WITH INTEREST!!!. How can they do THAT!!!! How can you let them do THAT???

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:20 AM  
**To:** jackiedowning05@yahoo.com; Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Jaclyn Downing  
6140 Branch Hill Guinea Pike

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

Notes: COMPLAINT DESCRIPTION:

It is ridiculous that the Duke customers have to pay for the repair to the wind damage in September. All companies have to do their job and pay for it, why should we have to pay for it if that is what Duke is in business for....to fix power lines. They don't share their profits with us why should we have to pay their debt?? I will be looking for an alternative company to service my electricity.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:19 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Jaclyn Downing  
6140 Branch Hill Guinea Pike

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

Notes: COMPLAINT DESCRIPTION:

It is ridiculous that the Duke customers have to pay for the repair to the wind damage in September. All companies have to do their job and pay for it, why should we have to pay for it if that is what Duke is in business for....to fix power lines. They don't share their profits with us why should we have to pay their debt?? I will be looking for an alternative company to service my electricity.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:18 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

## Memorandum

Date: 1/26/2009

Re: Scott Schmidt  
5939 Maxfli

Mason, OH 45040

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

**Notes: COMPLAINT DESCRIPTION:**

This complaint is in regard to the increase in fees proposed By Duke Energy and approved by the Utility Commission due to the September 14, 2008 windstorm.

To charge the customer for the cost of the windstorm with interest added is unfair. If split between all customers, the total cost per person would be such that adding interest over a three year period would allow Duke to turn a profit off of the misfortune of others.

In losing power, many Duke customers had to deal with food spoilage, the cost in finding alternative accommodation, and other unforeseen costs. Many are still feeling the financial strain of those losses. And in such difficult financial times I find it repulsive to hear Duke may actually make a profit off of this situation.

In addition to those people who did lose power, there are those who were fortunate enough to have power after the windstorm. Would my neighbor have to pay a fee for my furnace repair? I don't think they would be willing to do that. Yet that is what Duke is asking of many of its customers. When a water main breaks in a neighborhood does the water company ask its customers to pay extra plus interest. I think not.

To charge the customer PLUS INTEREST is absurd.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:16 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Stacey Tatter  
948 Mohawk Trl

Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:

After the windstorm, I was without electricity for three days and Duke expects me to foot the bill for something they are responsible for?! I DONT THINK SO. Did they pay me for the lost food in my fridge? No. I accept that ACTS OF GOD occur and that duke responded to the best of their ability to fix the problems. However, to ask your customers to pay for something that they had no control over is absolutely ridiculous. In this economy especially, to ask your already struggling customers to pay for this is akin to highway robbery.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:11 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Kristina Long  
1820 Lincoln

Cincinnati, OH 45212

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

Notes: COMPLAINT DESCRIPTION:

As a citizen in the city of Cincinnati, I am appalled that I am going to have to continue to pay Duke Energy's Sept 2008 hurricane costs. I personally was without power for 5 days, lost over 2000.00 worth of food that was not covered by insurance, and was highly inconvenienced. Now I hear that Duke has raised its rates and has, without any notification to the public, been approved to have an additional 3 year rider!!!! This corporate welfare could not come at a worse time. Surely this utility is making money hand over fist with their artificially inflated natural gas bills.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:08 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Mike Berberich  
609 Nataline Ln

Lebanon, OH 45036

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

Notes: COMPLAINT DESCRIPTION:

I do not think this is fair that customers need to pay the bill for the wind damage. Doesn't Duke have insurance for this type of natural disaster or doesn't the federal government have any assistance. With the way the economy is customers do not have extra money to help out large electric and gas companies. Should customers expect a refund when Duke has a good year?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:06 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Joni Culpepper  
9799 Dartmouth Way

Loveland, OH 45140

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

Notes: COMPLAINT DESCRIPTION:

Duke customers should not be required to pay Duke for the cleanup efforts from the September 2008 wind storm. If Duke had performed regular maintenance on the lines and kept tree limbs from the lines as they are supposed the blackouts from the storm would not have been as severe nor would the clean-up costs be as great. Most customers had significant loses from the power outage, however they are not allowed to recover the losses from Duke. Duke should not be allowed charge the customers for it's loss, much less charge interest for it! This is not an arrangement any Duke customer has agreed to. Furthermore, as a customer who was in an area that did not receive significant power outages or damage to the power lines, I do not believe I should have to pay for the areas that did have significant damage.

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:03 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Jacequeline Creech  
2717 Park Ave

Cincinnati, OH 45206

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

Notes: COMPLAINT DESCRIPTION:

Individuals and commercial groups alike either have to pay for insurance and/or have 'proven' monies set aside in the event of unforeseen mishaps. Why would this rule not apply for the "Ike Storm" scenario?

Please docket the attached in the case number above.

1/27/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, January 26, 2009 10:01 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/26/2009

Re: Teresa Wardrup  
12053 Fourth Ave

Cincinnati, OH 45249

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

Notes: COMPLAINT DESCRIPTION:

I am a very angry Cincinnati who cannot believe that PUCO is allowing DUKE ENERGY to stick a sum of \$31M with interest to it consumers, due to a act of God. Come on, with the economy and the ressession how can you morally think that this is the right thing to do to the consumer. Duke Energy has to take its losses as we have taken our losses during the windstorm of September.

Do do give Duke Energy this power. I object to this ridiculous and outragous amount of monies to be given back to the power company.

Thank you.

Please docket the attached in the case number above.

1/27/2009