

FILE**Hunter, Donielle**

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 9:38 AM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
 Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Carolyn Avery
 111 University Cir

, 00000

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

Please docket the notes below in the case numbers above.

Notes:

From: "webmaster@puc.state.oh.us"
 To: "ContactThePUCO@puc.state.oh.us"
 Subject: 43073
 Sent: 1/26/2009 5:37:56 PM
 Message:
 WEB ID: 43073 AT:01-26-2009 at 05:37 PM
 TYPE: complaint
 NAME: Mr. Carolyn Avery
 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 Energy
 Name on account: James Avery
 Service address: 111 university circle
 Service phone: 895-341-6963

RECEIVED-DOCKETING DIV
 2009 JAN 28 PM 4:34
 PUCO

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 Th Date Processed JAN 28 2009

1/28/2009

Account Number: 4530-0374-20-8

COMPLAINT DESCRIPTION:

I don't think it is right that Duke should make the customers pay for the damage the windstorm did last August. We were without power for quite a while, our neighbors for an entire week. However, I don't know of anyone who received a DISCOUNT on their bill commensurate with the duration of the outage. That mini-hurricane was an act of God....unavoidable. Duke should pay for repairing their own system. Not only do they expect us to pay high gas/electric rates but now they expect consumers to pay all their expense. What a great business to have when you don't have to maintain your poles, wires, etc. -- just rake in the profits and make someone else pay your costs of business.

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 10:45 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Matthew Potter
7301 Jamaica Way
Apt 3
Maineville, OH 45039

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

Notes: COMPLAINT DESCRIPTION:

Why am I getting charged extra for a storm? I thought I payed monthly for that service with the monstrous heating bill I already had? Shouldn't we be charging Duke because we are basically acting as a insurer for them when any type natural cause problem occurs?

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 10:43 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Juli Browning
215 S Mary Ellen St

South Lebanon, OH 45065

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

Notes: COMPLAINT DESCRIPTION:

I think it is an outrage that Duke Energy is allowed to pass the expense of the September 14, 2008 wind storm on to their customers. We did not ask for a wind storm or power outages. We were inconvenienced because the crews could not restore power for, in some cases, almost a week. I was a lucky one, I was only without power for 1 day, but it is still unfair that the customers will be paying for this. This is just the cost of running business, and Duke Energy should have to eat this cost. Customers are left with no options. Many of us are already struggling and passing this cost on to us is completely unfair. If I had any other options, I would cancel my account with Duke Energy!

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 10:39 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Chris Goble
213 N Forest Ave
1
Mason, OH 45040

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

Notes: COMPLAINT DESCRIPTION:

Why are we being punished for even more money now that the wind storm is over? I was the one who lost a roof, trees, food, electric. They got paid for working through this. I will file my complaint through congress also...

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 10:37 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Jennifer Spraggs
7481 Valley View Pl
Apt 101
Cincinnati, OH 45244

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

Notes: COMPLAINT DESCRIPTION:

I refuse to be taken advantage of by Duke Energy's poor foresight and lack of preparation for the power interruption last year. If Duke was investing ANYTHING in the outdated power grid around Greater Cincinnati, the problems would have been more easily and more quickly solved. This expense should be on the shoulders of Duke Energy, not its consumers. We, as residential consumers, are also already footing the bill for Duke's outrageous corporate discounts and lavish perks for commercial customers. It's not right and Duke Energy must be put to justice.

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 11:14 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Terri Tomilson
4414 Duneden Ave
Apt 3
Cincinnati, OH 45236

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

Notes: COMPLAINT DESCRIPTION:

I SHOULD NOT HAVE TO PAY FOR A STORM MOTHER NATURE DEALT ME. 31 MILLION DOLLARS IS UN BELIEVABLE. SHOW US WHERE ALL THE MONEY WENT PLS. IF WE WENT WITHOUT ELETRIC ELECTRIC WAS CONSERVED AND NOT USED.YOUR TRYING TO GET ALL YOUR MONEY BACK PLUS PROFIT. ASK FOR A BAIL OUT LIKE EVERYONE ELSE. SENIORS WILL NOW NOT GET FOOD OR MEDS IN ORDER TO PAY BACK YOUR MIS USE OF SPENDING DURING THIS TIME. I HOPE THOSE WHO MADE DESISION DOSNT GET A DISCOUNT ON THEIR BILL

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 11:29 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Michael Henson
3331 Springcrest Dr

Hamilton, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

Due to the natural disaster last September 2008, how is it that the Duke Energy customer be held accountable to foot the bill for this disaster?

As for the cost there are millions of dollars a day being wasted and you can't tell me there isn't another way to recover the money. We are in the worst economy in my lifetime (41 years) How do you expect people to be able to pay for this (with interest) over a three year period?

This is unrealistic and unethical for this to be put on the consumer when we were without electricity and lost food, damages to homes, loss of pay, and the list goes on.

I am confident that there should be funding for this disaster somewhere other than my income.

I would really like to talk to someone that could explain this in detail to me on why this is necessary.

OCC information packaged.

Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 11:31 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Edmund Kiernan I I I
6543 Cedar Ridge Dr

Loveland, OH 45140

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

Notes: COMPLAINT DESCRIPTION:

I am incredibly angry that the Public Utilities Commission has approved the 3 year plan for Duke's customers to absorb the repairs for the cost of the September, 2008 storm!! People are losing their jobs, homes, and you are supposed to be looking out for the public! You are a "Public" commission. What are you thinking?? Repairs are part of running their business. Duke has insurance. What about all those who lost wages, food, etc., because they had no power? Who pays for that? How do families living on tight budgets, paying high food and gas prices, absorb any more expense? Do your jobs! Do what you're paid to do and look out for the public, not the utility companies! You are a disgrace.

Sincerely, Linda Kiernan

OCC information packaged.

Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 12:29 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Jesse Nelsen

, 00000

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

Notes: COMPLAINT DESCRIPTION:

Okay, this is absolute bullshit. You money hungry, inconsiderate pieces of poop.
Yes, charge US for mother nature!

OCC information packaged.
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1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 12:21 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Brad Koby
13341 Woodbriar Ln

Grand Rapids, OH 43522

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

Notes: COMPLAINT DESCRIPTION:

I JUST READ THAT DUKE ENERGY CAN BILL IT'S CUSTOMERS OVER TIME TO RECOVER THEIR COSTS FOR THE WINDSTORM. THIS IS HORSE CRAP!!!! I SPENT 5 DAYS WITHOUT POWER, THREW OUT HUNDRED'S OF DOLLARS WORTH OF FOOD, SPENT HOURS IN LINE AT RESTAURANTS THAT ACTUALLY HAD POWER (SPENDING MONEY I DID NOT HAVE), COOKING AT RELATIVES HOUSES TO TRY AND SAVE WHAT MONEY I COULD, KNOWING I'D HAVE TO RESTOCK EVERYTHING AT THE GROCERY STORE WHEN THE POWER CAME BACK ON! I AM NOT ON WELFARE AND WAS NOT ABLE TO GET MORE FOODSTAMPS TO REPLACE THE FOOD I LOST. THE ONLY UPSIDE TO NOT HAVING POWER WAS THE FACT THAT I WOULD BE SAVING THAT MUCH MORE ON MY ELECTRIC BILL. THIS WAS A NATURAL DISASTER PER THE FED GOVERNMENT, HOW CAN DUKE PASS THEIR BILLS ONTO US DURING A NATURAL DISASTER? FILE SOMETHING WITH THE FEDS TO TRY AND GET YOUR MONEY BACK. THE COST OF NATURAL GAS HAS GONE DOWN, YET MY BILL IS TWICE WHAT IT WAS LAST YEAR. THIS HAS TO BE FRAUDULENT SOMEHOW AND SHOULD BE THOUROUGHLY INVESTIGATED BEFORE THEY GET A DAMN DIME!

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 12:19 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Karol Stafford
2421 Drex

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 WRONG THAT WE ARE EXPECTED TO PAY THIS. I HAD NO TREE DAMAGE, DUKE DID NOT HAVE TO COME TO MY HOME FOR ANYTHING. YES, MY ELECTRICITY WAS OUT FOR A FEW DAYS LIKE EVERYONE ELSE'S. THIS IS THEIR JOB. IF A LINE GOES DOWN THEIR WORKERS ARE SUPPOSED TO REPAIR THEM. IF DUKE GETS AWAY WITH THIS, THIS WILL BREAK THE AMERICAN ECONOMY WORSE THAN IT ALREADY IS. THIS WILL JUST START A WHIRLWIND WITH EVERY COMPANY, COMING UP WITH DIFFERENT WAYS TO CHARGE YOU FOR WHAT IS ALREADY THEIR RESPONSIBILITIES. THIS IS SO WRONG.

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 12:17 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Tom Curee
185 Chapel

Amelia, OH 45102

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

Notes: COMPLAINT DESCRIPTION:

Duke Energy is trying to have the citizens foot the bill for storm damage that happened in our cities. I feel this is completely unfair that I will be paying to repair their equipment. Truth is, a lot of people lost power during this outage so they had to make a lot of repairs to get things going, but, my house never lost power, there was no damage to the lines around my house, so I feel there's no reason I should pay at all!

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 12:06 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Catharine Bell
6616 Fountains
3
West Chester, OH 45069

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

Notes: COMPLAINT DESCRIPTION:

This is a written complaint in regards to Duke Energy passing on 31 mill loss from the September 2008 windstorm on to the customers. This is ridiculous and I can't even believe that the state of Ohio and its "top officials" [lol] would even consider letting Duke pass this on to the customers. The rates for Duke for 2008 were ridiculous and from my first bill of 2009 they seem to be on the same course, if not higher.

Duke Energy is a business. Business's tend to gain and lose profits. That is what the risk of doing business is all about. In this case Duke Energy for the most part [besides the third quarter: i.e wind storm] made a profit in 2008 just like every other year. Duke energy has never rebated or given a rate reduction to it's customers when they have made profits. Why in turn are we expected to pay MORE for their loss?

I would like to point out that the windstorm that not only blew threw Ohio but other states as well, WAS AN ACT OF GOD/NATURE. The hardest part for many customers to understand is how Duke Energy can charge INTEREST on an act of god/nature. Since Duke is trying to stick its customers with this "Windstorm Fee" + Interest shouldn't it be our option to pay the fee all at once to avoid the interest? I realize that paying it all at once may not be an option for everyone, but for those that can I think it should be an option.

I was without power for 6 days. My electric bill was pennies less. Very hard to understand that. Appliances, A.C., TV's, etc. were not running and really only pennies cheaper? Not to mention the two days off of work, a freezer/fridge full of food to replace, the driving around to find ice for the replacment food [remember gas was expensive in the summer], eating out, and the amount spent in candles and batteries.

Poor Duke Energy. Another large company suffering from "Bailout Syndrome". Haven't us the tax payers already taken enough? Please PUCA/Strickland give this some thought before bailing Duke out.

Sincerely, Catharine Bell

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 12:04 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Laura Watson
419 John St

Trenton, OH 45067

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

Notes: COMPLAINT DESCRIPTION:

I am filing a complaint about the decision to let Duke charge me for their responsibilities during the wind storm in Ohio. I am a customer and I literally rent their equipment (ie power lines). It is absurd to think that I should have to pay for their equipment and labor. That is the cost of doing business. They also make a substantial profit every year, and right now most people are just struggling to hang onto their homes. This is NOT right. I want this decision revoked.

Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 12:01 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Janice Harbin
774 Wilbud Dr

Cincinnati, OH 45205

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

Notes: COMPLAINT DESCRIPTION:

This Duke bail out crap is BS. Why should any of us tax payers pay for their loss (HELL WE LOST TO)!!!! You know we have no other company to go to for these services, I believe that's why you are doing this. Well shame on you. Maybe you should get on WCPO website looks like a class action suit may be in the working. AND YOU DESERVE IT!!!!!!!!!!!!!!!!!!!!!!!!!!!! How does it feel to be a part of this losey economy? Its people and companies like you to blame for this economy. Yes that's right keep raising everything where the tax payers cant afford a darn thing then cry later OHHH I NEED BAILOUT MONEY CAUSE NOBODY IS SPENDING ANY!!!!!!!!!!!! Well the heck with you and people and companies like you. Have a wonderful day.

OCC information packaged.
Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 11:54 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Heida Powers
8780 Balboa Dr

Cincinnati, OH 45231

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

Notes: COMPLAINT DESCRIPTION:

How utterly ridiculous, and how much sense does it make for Duke Energy to not only be approved to raise rates under the pretense that they need to recoup costs associated to the storm last year, but then be approved to NOT ONLY bill us (it's customers) for the direct cost PLUS INTEREST on top of that!!!! Sounds like criminal mafia racketeering in my opinion. I didn't take money from a loan shark. I WAS OUT OF SERVICE. Yes, by act of nature, but I HAD NO SERVICE. Lost food, lost time, etc. Now I have to be out of money by raise in service cost PLUS return a loan plus interest I didn't receive. This is criminal!! No matter how they want to explain it. How poor do they need people to be to keep racking up profits for themselves. It isn't like I have a real choice in the monopolized system of energy availability. The sickening part is the government approved this garbage! Please explain to me how this is the customer's responsibility??? I assume they cannot operate their business without insurance. I have to keep weather insurance on my home. Why can't they use the insurance that I know they pay for that is built into the fee I pay every month already!! Crooks!!!

Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 11:50 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Barry Reese
6791 Maple Dr

Franklin, OH 45005

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

Notes: COMMENT DESCRIPTION:

I have to pay for the wind from september 14 damage at my home. I cannot believe that you want us to pay puke, I mean duke for there problems. They just got a rake hike, and my bill was 470.00 for Dec. Plus all the millions they already took from us. Now no one can buy food, clothes, meds, and all the other stuff that has little meaning in life.

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 11:33 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Brenda Hadley
6307 Winding Way

Maineville, OH 45039

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

Notes: COMPLAINT DESCRIPTION:

i do not agree with the decession to make the duke energy customers pay for the sept 14, 2008 windstorm. This would be like making all insurance company customers pay for me if i damaged my car. this is unfair to all customers.

Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 1:52 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Steve Schwemberger

Batavia, OH 45103

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

Notes: COMPLAINT DESCRIPTION:

Where is Duke Energy accountability. Just another big company ripoff. Duke Energy is a business that makes millions and should not be able to pass off these losses to us. They are in a business. When losses occur, they should take these upon themselves just as when profits are good they benefit from those. Why should we bail out a business that is very profitable year round and gives understaffed and poor service when needed. We were without power for 7 days after the windstorm.

OCC information packaged.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 2:06 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Holly Hubbard
7975 Stonegate Dr

Cincinnati, OH 45255

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

Notes: COMPLAINT DESCRIPTION:

I wanted to let you know how disappointed I am that you are allowing Duke to get money from it's customers to foot the bill on the wind storm that happened here in Ohio. I would like to know how much of a kickback Ohio Utility regulators is getting from Duke since this has been approved.

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 2:04 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Harry Bender
3430 Oakview Pl

Cincinnati, OH 45209

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

Notes: COMPLAINT DESCRIPTION:

Why did PUCO give Duke energy permission to pass along the cost of power restoratio due to wind damage. It would seem to me that this is simply a cost of doing business. It's a chance they take. People are strapped for money due to the recession and loss of jobs. It's shameful that you out of touch people on PUCO would allow this to happen. I'd venture to say that none of you are having financial problems or you would not have allowed this to take place. You people are sadly out of touch.

Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 2:02 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Shawn Crews
5271 River Rd

Fairfield, OH 45014

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

Notes: COMPLAINT DESCRIPTION:

I am amazed that Duke Energy is going to be allowed to increase our bills to make up for the cost of last years wind storm. Do they not carry insurance to cover such things. When this happened a Duke spokes person went onto local news to ensure the community their bills will not go up to cover the cost for the storm. It was said that Duke prepares for such incidents and no cost will be passed onto the customer. In a time when so many are struggling to keep their homes, and pay their bills a company that is already profitable is once again given the ok to tap the consumer for more money by a government agency that is supposed to make sure this type of thing does not happen. I would like to see this decision overturned, and Duke made to honor the promise they made to their customers shortly after the storm hit.

Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 2:00 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Joan Gross
7023 Van Kirk

Cincinnati, OH 45216

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

Notes: COMPLAINT DESCRIPTION:

It is ludicrous to charge customers for Duke Energy's losses. I lost in that storm, too & I had to take that loss. If Duke is not smart enough to have insurance on equipment then it's not my responsibility to repay Duke. We are in a recession & Duke has just raised its rates & now I am going to be charged for some one else's loss. It doesn't make sense. I was without power for a week & I didn't see a decrease in my electric bill. What's up with that. This was an act of God. So, that means Duke can not charge me. How is this legal? Who decided I was responsible for Duke's loss & with interest? Shame, shame on you & Duke. What can I do to fight this?

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 1:58 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Jamie Petry
928 Ohio Pike
510
Cincinnati, OH 45245

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

Notes: COMPLAINT DESCRIPTION:

I do not want Duke to charge their customers extra to make up for the money they lost due to the windstorm. I never lost power and so I paid for every bit of electricity that I used. If they charge their customers just to make up the money they lost, they would not be good business people. They should except it as a loss. What if everyone in a certain county, say Clermont, decided to go without electricity for a day. That would be a loss that they should except. I do not want to be charged extra just so they can make up money they lost. It just wouldn't be fair.

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1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 1:54 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Amber York
509 Cotillion

Lebanon, OH 45036

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

Notes: COMPLAINT DESCRIPTION:

My home did not lose power during the outing therefore, there is no reason to bill my address AT ALL. I do not believe business or property owners should be required to foot this bill either. We pay for SERVICE. When there isn't any being provided the customer is already suffering. Requiring them to pay for losses from spoiled food, damages to their homes and private property. If service is out, and there is a cost involved with restoring it, this is called a cost of business. Enough of the American people bailing out companies for not being prepared for the worse. Would Duke Energy care if I lost my job and couldn't pay my bill? NO.

OCC information packaged.
Please docket the attached in the case number above.

1/28/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, January 28, 2009 3:41 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/28/2009

Re: Michael Taylor
2442 Ferdinand Dr

, 00000

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

Please docket notes below in the three case numbers above.

Notes:

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 43124
Sent: 1/28/2009 10:35:32 AM
Message:
WEB ID: 43124 AT:01-28-2009 at 10:35 AM
TYPE: complaint
NAME: Mr.(no first name??) taylor
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: michael taylor
Service address: 2442 ferdinand dr.
Service phone: 859-586-0558
(no account number provided?)
COMPLAINT DESCRIPTION:

I wish to express my disbelief that the puco would accept duke energys request for a rate hike because of the storms in september. This is again a gross injustice to the public that you would allow a thing to occur. I would hope that the puco would reconsider and recind their request.

1/28/2009