

**FILE****Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 11:40 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Randy Trammel  
758 Overbrook Dr

Maineville, OH 45039

RECEIVED-DOCKETING DIV  
2009 JAN 29 PM 4:37  
PUCO

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

Notes: COMPLAINT DESCRIPTION:

This is a complaint about Duke Energy recovering its losses from the windstorm. Why should I have to pay for the loss? Can I recover my losses and damages from Duke or anyone else? That is why you pay for business insurance. It was an act of mother nature not my fault. This is absolutely thievery!!

OCC information packaged.  
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 2 Date Processed JAN 29 2009

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 11:36 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Charles Calai  
10213 Snowflake Ln

Cincinnati, OH 45251

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

Notes: COMPLAINT DESCRIPTION:

I really think that it is wrong that the consumer gets stuck with the bill for the wind storm. No one helped me when my family of 7 was stuck in the dark for four days in the dark. My electric bill didn't go down any. The people who work at Duke energy got paid to work overtime I shouldn't have to pay for this. This is what insurance is for.

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

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 11:34 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Myra Graham  
9956 State Route 774

Hamersville, OH 45130

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

Notes: COMPLAINT DESCRIPTION:

I don't agree with the Duke Energy bill rider. Residents should not have to foot the bill for this multi-million dollar company.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 11:15 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

**Memorandum**

**Date:** 1/29/2009

**Re:** Edie Montague  
2364 Primrose Ln  
# 67  
Erlanger, KY 41017

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

Please docket the comments below in the case numbers above.

**Notes:**

**From:** "webmaster@puc.state.oh.us"  
**To:** "ContactThePUCO@puc.state.oh.us"  
**Subject:** 43162

**Sent:** 1/29/2009 9:15:07 AM

**Message:**

**WEB ID:** 43162 AT:01-29-2009 at 09:15 AM

**TYPE:** complaint

**NAME:** Mr.(no first name??) Montague

**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:** Edie Montague

**Service address:** 2364 Primrose Lane #67, Crescent Springs, KY 41017

**Service phone:** 859.344.1852

(no account number provided?)

**COMPLAINT DESCRIPTION:**

Duke needs to stand behind their own expenses just like any other business would. Passing on these expenses to the public is a horrible thing to do especially when so many have lost their jobs.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:52 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Emily Monnin

,

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

Notes: COMPLAINT DESCRIPTION:

Duke Customers Footing Bill For Windstorm??? How is this even legal? We were without power for SEVEN days, lost two full freezers and one fridge full of food. We lived in no A/C, having to eat out everyday for SEVEN DAYS. We loose over \$400 in food and eating out and now we have to pay even more to Duke? We did not personally cut wires so we had no power, and why doesn't Duke have insurance to cover this? The windstorm wasn't under anyone's control, this is. With the logic Duke is using with biling their customers, all the customers should have charged DUKE with their money losses (from food, etc.). Is Duke trying to make up the money they didn't make from the windstorm? How selfish of them. So, does Duke just not want to have one or two months of financial strain (like the REST of the country) and then be fine afterwards? This is horrible, where are the morals?

OCC information packaged.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:51 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Laura Munden  
5804 Meadowview Dr

Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:

How is it possible for Duke to recoup business costs PLUS INTEREST from a natural act? Customers should not be penalized for acts of nature. We can barely afford gas and electric as it is.

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

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:48 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Carla Wolfe  
3984 Austin Dr

Cincinnati, OH 45255

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

Notes: COMPLAINT DESCRIPTION:

no one can afford the electric bills now.it was not are fault the wind happened.the electric bill is to high now and your wanting more at a bad time with the economy.why dont we have a choice for carriers.we should not have to pay for the wind damage thats the price they should pay for not replacing telephone poles when they where needed before the wind.you need to put a stop to them constantly raiseing rates.we payed dearly with out the electric with looseing freezers full of food and not just us everyone in cincinnati lost alot of food and time from work.it probly cost the citisens more than duke.this is crazy you need to put an end to duke doing this

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:46 AM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Bonnie Honaker  
360 S 3rd St

Williamsburg, OH 45176

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

**Notes: COMPLAINT DESCRIPTION:**

Businesses are responsible for their loss.. they increase prices which Duke has done or has the ok to do but they do not charge customers for their loss directly.. I feel that it is unfair to charge us for weather issues. They do not issue a credit for when the electric is out and we are put out in any way...This is just totally unfair. If every business did this no one would have a job. Plus being on a fixed income this will really hurt seniors who keep paying more for everything with no real increase in pay.

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

1/29/2009



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:45 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Denise Kay  
202 Chelsea Pl

Cincinnati, OH 45233

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

Notes: COMPLAINT DESCRIPTION:

I very strongly object to the plan of having the customers pay for the electric repairs that occurred due to the windstorm in September. That storm caused a hardship for many families. Many paid for losses out of pocket during a time when they were not even able to work because of the storm. Utilite companies came out and said immediately taht they would not charge customers for the repairs because they had insurance to cover the cost. Now you are telling up that we have to pay. Is Duke double dipping?? Don't they already get a lot from families who are already struggling to just pay the bill as it is? Why come after us for more?

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:42 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Angela McClellan  
11905 Foxgate Way

Loveland, OH 45140

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

Notes: COMPLAINT DESCRIPTION:  
The cost of the windstorm should NOT be passed onto the customers.

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

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:37 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Richard Schweitzer  
1003 Glendale

Batavia, OH 45103

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

Notes: COMPLAINT DESCRIPTION:  
I DON'T THINK WE SHOULD HAVE TO PAY FOR THE COST OF DOING BUSSINESS. IF MY  
COMPANY HAD PROBLEMS I COULD NOT PASS ON THAT COST. THIS IS VERY BAD

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 10:33 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Eli Hayden  
1500 Golf Club Ln  
Apt 7  
Cincinnati, OH 45245

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

Notes: COMPLAINT DESCRIPTION:

This \$31 million in costs being passed along to Duke's customers is unacceptable. Natural disasters have occurred in the past and they will in the future. Duke needs to realize this and understand that this is part the territory for a major utility company. Tell them to get over it. I'm not paying for this.

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

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 11:44 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
 Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Mary Marcus  
 4667 Matthew Pl

Fairfield, OH 45014

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

**Notes: COMPLAINT DESCRIPTION:**

My name is Curtis Marcus, I live at the above address with my wife and 6 children.

The fact that Duke is allowed to charge its customers WITH INTEREST.....is outrageous. Any other company out there that people do not rely upon to get by, we as consumers would choose not to purchase their specific commodity. However, it seems like the Energy & Fuel Industries can pretty much charge whatever they want and we just have to grin and bare it.

We hear daily of companies shutting down all over the country or laying off people because their sales are down and consumers are not spending money.

It is due to these type of financial allowances that force Americans not to be able to go out and spend money on other goods to keep this country rolling.

I strongly encourage you to not allow Duke to bill anyone for the power outage of 2008, as it will now and in the future set a standard for Duke and others like them to do the same.

Remember the old saying, "give them an inch and they will take a mile." Mark my words, the inch was given several years ago and now they are working up to the mile!

A prime example is the bail out plan that the govt just passed. When times get tough, companies are now going to want the government to bail them out. In this situation, why didn't Duke go to the government?? Now our tax dollars are paying to bail out companies and we have Duke wanting us to bail them out too and that is not right!!

Once again it is decisions like this that will continue to drive Americans and their finances down. This is a rock thrown in to the pond and I really do not want to see the ripple affect that this creates if it is allowed to proceed.

**COMPLAINT DESCRIPTION:**

Iâ?m deeply concerned that the government is allowing Duke Power to charge us, the customer, for an act of GOD that happened with the power outage of 2008. This is what we pay our monthly bills for is the power and maintenance of the system that gives us our gas and power. I have car insurance so if a

1/29/2009

tree branch falls on my car than it is paid for... but this is like a tree branch falling on Duke Power and them wanting their neighbors to pay for it. I didn't cause the problem with their systems, So why am I being asked to pay for it AGAIN on top of what Iâ?Tm already being made to pay???? I have 6 children that live at the address that is being serviced; I already am feeling the economical situation crushing down on me. I canâ?Tt feed my kids if it were not for assistance with that they would go hungry... I have turned my heat down and we all snuggle under blankets at night to keep warm as is now. And now Iâ?Tm being told my bill will go up! The only thing that this will cause is me not to be able to pay the bill at all and we have NO POWER OR GAS TO KEEP US WARM AND SAFE!!!! How is this right? How can I be asked to keep them in business and make my children suffer? If something of mine breaks I AM RESPONSIBLE FOR IT, not the guy next door. Its about time that they use the money I already pay them to repair their grids and issues, I already paid... how can they double charge? Isnâ?Tt that illegal? Guess Apply Bee's can charge me double now for a Burger if their grill breaks down while they cook it? NO thatâ?Ts ridiculous and so is Duke Power getting away with this. Itâ?Ts wrong and something should be done about it!!!!

Please docket the attached in the case number above.

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:41 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Masangu Herzog  
2961 Pineridge Ave

Cincinnati, OH 45208

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

Notes: COMPLAINT DESCRIPTION:

It is absurd that Duke Energy is going to make their customers pay for the damages that happened in September. They have already increased our current prices for our heating which is uncalled for. We are not able to control the weather. ARE they going to make those effected by hurricanes cover the costs? Why should we?

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:39 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Jamie Roark  
7444 Heaton Cir

Maineville, OH 45039

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

Notes: COMPLAINT DESCRIPTION:

I am extremely upset that you are allowing Duke energy to collect on it's customers the cost of restoring power from the windstorm that we had. This is the cost of doing business in my book and it is unfair.

Please docket the attached in the case number above.

1/29/2009



**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:36 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Chris McMahon  
3653 Shaw Ave  
# 5  
Cincinnati, OH 45208

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

Notes: COMPLAINT DESCRIPTION:

Duke Energy is attempting to charge its customers, myself included, for the cost plus interest of the windstorm in late 2008 that cut power to most of the city. Not only did we not create/have anything to do with the windstorm, we were not even being supplied with Duke's products or services during the outage. This occurrence falls under the category of operational risk, and the burden should fall on Duke, not Duke's customers. Is Duke not insured or protected against natural disaster that disrupts their services? It is ridiculous that we are going to be charged, plus interest, for something that is an assumed and understood risk in Duke's industry. We should not have to pay.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:34 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Joshua Singhoff  
1021 Academy Ave

Cincinnati, OH 45205

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

Notes: COMPLAINT DESCRIPTION:

I do not intend to foot a bill from a service during the windstorm that was absolutely pathetic. I was without power for over a week when all they had to do was flip a breaker switch. My neighbor was dying of cancer and her husband had a broken foot which duke energy was notified of and they did nothing. Believe it or not Duke is a business and personally I am tired of citizens having to bail out these companies through taxes or charges on our bills. Businesses take hits, it happens. I want duke to pay off my debt because it was an unforeseen situation, seriously this whole thing is absurd.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:58 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Linda Trammel  
4261 Soc-Foster Rd

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I am very upset that Duke can charge us (the customer) for storm damages plus get interest on this money over the next three years. The customer should not have to shoulder these costs. We carry insurance to cover our damages to our home and property and Duke Energy should do the same and not come to the customer expecting us to pay for all of this.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

---

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:58 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Linda Trammel  
4261 Soc-Foster Rd

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I am very upset that Duke can charge us (the customer) for storm damages plus get interest on this money over the next three years. The customer should not have to shoulder these costs. We carry insurance to cover our damages to our home and property and Duke Energy should do the same and not come to the customer expecting us to pay for all of this.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:55 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Brian Besse  
5969 Buckwheat Rd

Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:

This is ridiculous. Duke should have insurance cover their equipment just like everyone else.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 2:53 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Ryan Wood  
6040 Delfair Ln

Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:

I am writing to formally protest the cost of the wind storm damage being passed on to Duke energy customers. We had to suffer days without electric and we are expected to pay for it?? What kind of logic is it that where a paying customer has to pay MORE for NOT receiving a service? Please pass this along to the appropriate party. Thanks.

Please docket the attached in the case number above.

1/29/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Thursday, January 29, 2009 3:01 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 1/29/2009

Re: Sarah West  
8707D Harperpoint Dr

Cincinnati, OH 45249

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 decision to allow Duke to charge their customers for the wind storm. I would like to think that the company providing the service would be responsible for paying for the extra amount of services during an act of nature. When Duke brought the extra help needed to take care of the damages, they did it without getting permission to bill their residents. How can they now charge us (their residents) for basically doing their job? Duke has already been approved for many rate increases for the short amount of time they have been a service provider here and I think allowing them to charge us for the cost of the windstorm is absurd.

Please docket the attached in the case number above.

1/29/2009