

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:14 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: George Cook
3726 Davenant Ave

Cincinnati, OH 45213

RECEIVED-DOCKETING DIV
2009 JAN 30 PM 5: 25
PUCO

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

Notes: COMPLAINT DESCRIPTION:

Regarding your recent allowance of Duke to put riders on customer bills to pay for September post wind storm power restoration, did Duke not have insurance to cover such an event? Did you go over the expenses to verify the \$31 million number was not inflated? Are the riders based on usage or are they a flat fee? Are business customers paying proportionally? Has Duke taken any measures to cut costs (ie reduce head count, reduce exec bonuses, reduce sponsorship of events)??

Please docket the attached in the case number above.

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Technician ADW Date Processed 2/2/09

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:12 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Jay Martz
2076 Natchez Trce

, 00000

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

Notes: COMPLAINT DESCRIPTION:

The chargeback of Dukes costs to repair the effects of the September storm in southern Ohio is a travesty. My power did not go out. They should accrue enough of their profits for these eventualities, just like all businesses do. You should not allow this. You are representing the power companies and not the customers that pay for their services, and likely your salaries. Shame on you.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:10 PM
To: Docketing
Subject: Docketing

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Kanetta Martin
4344 Ste Rte
96
Bucyrus, OH 44820

Docketing Case No.: 08-0918

Notes:

Customer is calling bc there was a article in the local NP stating that AEP is seeking big rate hikes over the next three years and this Bucyrus resident is urging all of the residents to write or call about this raise.

Elderly people - it's pretty rough. If they raise 15 percent in three years, in three years, bill will double.

Then there's a line in the article stating the rate increase comes in response to customer's conversation efforts. Advised that's not true.

Discussed customer's concerns. Advised of MD and what happened when gov't didn't stabilize rates. Customer doesn't really seem all that interested in hearing what I have to say.

Advised I will notate her concerns and forward them to the record.

Customer states people have to do what they can to keep rates down.

Advised I understand.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:10 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Adrien Gertz
9034 Red Cedar

West Chester, OH 45069

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

Notes: COMPLAINT DESCRIPTION:

How could PUCO agree to this Duke-Energy decision to make the people pay for and "Act of God"? Isn't that what all of the misc. fees are on our bills to begin with? The economy is bad enough, then to put extra pressure on something that we, the people, could not prevent. Where is Dukes insurance? If an "Act of God" made a tree fall on my car, I couldn't make my neighbors pay for it. That is why we are all required to have insurance. In the long run our premium may go up for filing the claim, but problem solved. I should not be responsible to pay for everyones outage. Couldn't Duke recover the cost via FEMA? Please take into consideration the people out there just barely making it, that this could be the breaking point of not making it at all any longer. In the long run, the ones who suffer in this are our children. Less money to enroll them in activities; childhood obesity. Less money to feed them; malnutrition. Less money to clothe them and pay for doctor visits; sick children. Is this fair to them? Don't they suffer enough from the economy? Please rethink your decision if not for me, for all of our children. Thanks.

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

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:08 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: James Pankey
5057 Coad Dr

Cincinnati, OH 45237

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

Notes: COMPLAINT DESCRIPTION:

I do not believe it's fair to make the consumers pay for the power failure, due to the storm. We pay for SERVICE we lost SERVICE. Why should we have to pay for what we LOST. The fixing and clean-up should be Duke's problem.

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1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:04 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: David Shelton
2647 Black Hoof Trl

Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:

I have already received a large increase due to fuel charges (which have since decreased to Duke but not passed on) and to add on more charges for the storm would mean that in one year my electric bill will have at least doubled. I am retired and on a fixed income and cannot afford such extreme changes. Isn't the PUCO supposed to help me??

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1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:02 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Cecil Hopkins
4609 Heger Dr

Saint Bernard, OH 45217

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

Notes: COMPLAINT DESCRIPTION:

Customers should not be penalize for an act of God which happen on September 14, 2008. We pay enough money to Duke Energy for monthly use of utilities. Please don't let the customers be the victims to pay more out to Duke Energy.

Please docket the attached in the case number above.

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 12:00 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Laura Spradley
941 Smiley Ave

Cincinnati, OH 45240

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

Notes: COMPLAINT DESCRIPTION:

I'm a senior on a fixed income with multi disabilities. I cannot afford another increase on my utilities. It has already gone up an additional \$55.00 since Oct.2008. Why do we have to be subjected to another? To be footing the bill for the windstorm is unjust. Please do something for us.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 11:58 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Roxanne Bauer
4286 Boyne Ct

, 00000

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

Notes: COMPLAINT DESCRIPTION:

Duke is charging me and the rest of its customers to fix the damage done to their equipment during the wind storms!!! This seems crazy to me. Aren't companies required to have insurance to cover their equipment and labor costs, not just pass the bill on to their customers??? The windstorm cost Duke Energy \$31 million. Ohio Utility regulators have now approved Duke's request to collect the money with interest over time from its customers. Duke will be allowed to create a bill rider to recover the costs over a three year period. Why are we going to pay to have thier equipment as well as labor costs when they should cover it themselves.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 9:33 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Christopher Cunningham
504 Clough Pike

Cincinnati, OH 45244

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

Notes: COMPLAINT DESCRIPTION:

No way do we want to help foot the bill for Duke regarding the windstorm. People had to deal with enough at that time and with the price it costs to heat our homes already, we cannot afford it. We will do whatever it takes to fight this. People are loosing their homes already, we don't need this added expense!

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 3:46 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Glenn Scarlett
1580 Adams Rd

Cincinnati, OH 45231

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

Notes: COMPLAINT DESCRIPTION:

I don't believe the consumer should pay these charges. Wasn't our fault the storm hit. Some of us didn't lose our electric for a long time. Why should the people that Duke Energy didn't have to help pay for this. Duke didn't have to come to my house to turn the electric back on. IT'S NOT RIGHT

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 3:36 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Maureen Hatfield
6818 Peaks Edge Dr
61

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

Notes: COMPLAINT DESCRIPTION:

I am complaining about the situation where Duke is charging for the outage that happened in Cincinnati in September. I think it is ridiculous that they are charging the customers for this act of nature. I live in a 2 bedroom apartment and my bill for December was over \$200. That is outrageous. I cannot believe that Duke would be allowed to do something like this especially the way the economy is. People are not going to be able to afford this. Does Duke not have insurance that would cover this kind of incident. Why am I being charged for something that I did not have. They did not pay for the food that I lost. I am outraged that they would be allowed to do this. If your going to respond please respond by email.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 3:34 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Shannon Roll
828 Riverside Dr

Milford, OH 45150

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

Notes: COMMENT DESCRIPTION:

This is about you giving permission for Duke to charge with interest for the wind storm damage. I wasn't even a Duke energy customer during the wind storm. I think it's wrong to make the people pay for this when so many have had to pay for lost items and damage of their own with no help. Duke doesn't have some sort of insurance for things like this? The with interest part really bothers me the most. I already have a tough time paying the gas & electric bill as it is. Horrible.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 4:07 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: David Bretnitz
2034 Anderson Ferry Rd

Cincinnati, OH 45238

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

Notes: COMPLAINT DESCRIPTION:

It looks like Duke Energy customers will be footing the bill for the September 14th windstorm in Cincinnati. Please contact me as I feel this is not my responsibility.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 4:05 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Mark McCabe
5300 Shore Ln

Cleves, OH 45002

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

Notes: COMPLAINT DESCRIPTION:

I think it is unfair to pass the cost of the hurricane damage onto the customer. Why can't there be an alternative way to pay for this act of God.

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1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 4:03 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Matthew Reno
834 Ginger Ridge Dr

Trenton, OH 45067

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

Notes: COMPLAINT DESCRIPTION:

Are you serious? I need to pay extra for something that was an act of God. Not to mention you are asking me to pay for them to do their job. Isn't that what my monthly bill is for? How about tell the Duke workers who are sleeping across the street from me in their truck right now to wake up and do their job and Duke won't piss away so much money...

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 4:00 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Joshua King
994 W Northbend Rd

Cincinnati, OH 45224

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

Notes: COMPLAINT DESCRIPTION:

I CANT BELIEVE THAT DUKE ENERGY IS GOING TO PASS ON THE COST OF A NATURAL DISASTER TO THERE CUSTOMERS DONT THEY HAVE INSURANCE LIKE EVERYBODY ELSE. I PERSONALLY CANT AFFORD ANY MORE INCREASES IN MY ENERGY BILLS THE ARE ALREADY OVER 400.00 DOLLARS FOR MY THREE BEDROOM RANCH THATS OVER HALF OF MY HOUSE PAYMENT. MY HEAT IS ON 64 DEGREES I PAY ALLOT OF MONEY TO BE COLD ALL THE TIME. SOMEBODY PLEASE STOP THE INCREASES IT SHOULD BE CRIMINAL!

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 3:57 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Erika Galus
4500 Kathryn Ct

Batavia, OH 45103

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

Notes: COMPLAINT DESCRIPTION:

This was NOT our fault and we should not have to pay for this!!! It is outrageous that you would force this payment onto your CUSTOMERS!!!

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 3:55 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Priscilla Bonn
3681 Weaver Rd

Williamsburg, OH 45176

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

Notes: COMPLAINT DESCRIPTION:

I was just informed that you have approved Duke Energy's request to collect from Duke energy customers \$31 million plus interest over the next three years to cover the costs of the September 2008 wind storm. This is unexceptable and I for one would like to file a class action lawsuit against Duke Energy to recover every single penny of the cost that each of the Tristate customers lost. My power was out for 9 days and I was not reimbursed for all the food I lost from the power outage that spoiled the contents of not only my refrigerator but my freezer as well. Nor did I get reimbursed for the mess I had on my hands for my sump pump not working and overflowing raw sewage into my basement. Nor was I able to use my own bathroom facilites for those nine days that my power was out. I barely had enough money to scape together to replace a portion of my food spoilage and my electric bill certainly did not give me a break for the nine days the power was off. In fact my energy bill is larger than it has ever been before and now you want to squeeze out more and make the consumer pay for the cost of this power outage? You should be ashamed of yourself. People are already struggling in these tough economic times and we cannot be squeezed any more. Duke Energy should have insurance to cover expenditures like this and it was not the consumers fault that an act of nature increased their cost. Any good company that is business smart has overhead to cover unpredictable costs like this. Restoring power in a power outage IS Duke's responsibility and they are acting like they were put out by the customer by having to work a little harder to get the electricity back on. It is well within your power to reject this approval to Duke to recover this money from the paying customer and I am asking to to do so. I would be willing to pay a one time cost of \$30 flat fee and each of the Duke customers probably would probably be willing to do the same, That is fair and reasonable, however to approve a bill that will charge interest and spread it out over the next three years is NOT acceptable and it is outright bilking the customer. I want to know what you are going to do about this so I can determine my next course of action.

Please docket the attached in the case number above.

1/30/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, January 30, 2009 3:52 PM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 1/30/2009

Re: Heather Ramsay
2732 Harris Rd

Norwood, OH 45212

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

Notes: COMPLAINT DESCRIPTION:

As a citizen we do not have to pay for this outage. There should be some backup for something this outrageous. There were numerous families that didn't have electric for over a week. You guys gauge us every month for something new or you don't check our stuff and then send us some outrageous bill. You guys need to suck it up and pay for it. You have made over millions and millions of dollars on your local citizens. Maybe this incident will make you realize you need a backup plan if this every happens. But, you didn't, therefore you need to live up to yoru responsibility. Yes, you did work hard but you didn't plan. when you serve electric which everyone needs, you need to learn to have back up plans. A, B, C, D, E,and f.

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1/30/2009