

FILE

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 8:27 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Peggy Roesch
5638 Sterling Lakes Cir
208
Mason, OH 45040

RECEIVED-DOCKETING DIV
2009 FEB -6 PM 4:27
PUCO

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

Notes: COMPLAINT DESCRIPTION:

I just want to say that it is really unfair that Duke is allowed to raise its prices on us just because they weren't prepared for emergencies. I have had nothing but complaints about Duke over the years and this is the icing on the cake.

Please docket the attached in the case number above.

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Technician Am Date Processed 2/9/09

2/6/2009

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Date: 2/6/2009

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5638 Sterling Lakes Cir
208
Mason, OH 45040

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

Notes: COMPLAINT DESCRIPTION:

I just want to say that it is really unfair that Duke is allowed to raise its prices on us just because they weren't prepared for emergencies. I have had nothing but complaints about Duke over the years and this is the icing on the cake.

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2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 8:25 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Deborah Aluqdah

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I am furious about PUCO approving the cost for Sept. 14 electrical storm costs be passed on to consumers. It is awful and a disservice to the consumer that we have to add this cost to our gas & electric bill. It appears that everytime Duke come before PUCO for an increase..an increase is given. I thought PUCO fought for the consumer? Have PUCO lost their direction because the consumer are not serviced at all or considered by this board before PUCO take actions.
My next letter is to my state reps.

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 8:23 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Brian Grau
6209 Hillside Ave

Cincinnati, OH 45233

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 for us to pay for an "Act of god" that caused the power issues during the windstorm. Because of the weather that we can't control blew down branches and wires that can be controlled I have to pay extra now. This is completely absurd! Duke is a business and that is part of the cost of doing business. People have insurance for reason like that and our insurance doesn't cover "Acts of god", so why should we as Duke's customers pay for this?

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 7:34 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Judy Flynn
4115 Schroeder Dr

, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

Hello. I don't feel it is right for Duke to pass their costs to the Consumers over the windstorms in September. We as Consumers already have our own costs associated with the storm and really can't take much more financially. It's called the "price" of doing business and we as Consumers already have the burden constantly put upon us. Shame on you PUCO for giving this "blanket" approval.

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 7:32 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Alicia Boeddeker
5921 Maud Hughes Rd

Liberty Township, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

I think it is ridiculous that Duke customers are going to have to cover all of this cost. I believe that the feds helped the folks out when this storm hit the coast in Texas with all of our tax dollars. Why is it that when the same storm caused widespread damage in our area we are not seeing any help? Just curious...Did we pay more for those workers who came from North Carolina? I suspect we covered hotel and food at a minimum. Just wondering if it would have cost so much had half of our own Duke workers had not been deployed to the gulf region to deal with the storm damage there. I think that if we as customers are going to have to foot the bill for that then we should have a say as to whether or not our resources get pulled to other regions in the future. Was there ever any attempt to ask the gov't for help with this cost? We seem to jump in and help everyone in the gulf coast region time after time after time. I would think that such a huge loss of a piece of our infrastructure would qualify for some help. I've heard that Time Warner cable lost over \$2 million over the storm and they are not passing the cost onto customers. Now, I do realize there there is huge difference between \$2 and \$31 million but did Duke ever offer to absorb any of the cost?

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2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 11:02 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Al Sheard
4914 Riverwatch Dr

Cincinnati, OH 45238

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

Notes: COMPLAINT DESCRIPTION:

I as a consumer should not have to absorb Duke Energy's costs for restoring power (a service) as the result of the September 14, 2008 Cincinnati windstorm. As an energy service provider the additional expense should be part of the agreed upon service. This is an unethical practice perpetrated by a company that already has a highly questionable service and rate history.

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 11:00 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Angela Lasita
3216 Heritage Square Dr
16
Cincinnati, OH 45251

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

Notes: COMPLAINT DESCRIPTION:

I do not believe we the customers should be held liable for the 2008 windstorm, we as the customers were affected by the power outages as well. It is not our responsibility to pay for how much it cost for Duke to do their job as our electric company. When our power gets cut off because of something like a windstorm we did not ask Duke to pay for all the groceries lost or to pay for the problems which happened to many of their customers, so why should we be held liable for their bills. I truly believe this is unfair and should be stopped.

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 10:59 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Amanda Belfy
3347 Huntsman Tree

Amelia, OH 45102

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

Notes: COMPLAINT DESCRIPTION:

I am not happy to see that Duke is going to be billing the customers for the black out. I myself had no power for a week. Why should I be paying for that when I was one of those suffering the longest? This is not right or fair. I do not think I should be charged for any part of this. I already pay a nice bill as it is to heat and cool my house. Once again I do not feel this is justice..I feel this is discrimination.

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 10:57 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Donna Carey
10000 Sturgeon Ln

Cincinnati, OH 45251

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

Notes: COMPLAINT DESCRIPTION:

I am outraged! Bill us what God and mother nature did to us in the horrific windstorm. Why, we barely get our bills paid now with the costs so high, with the economy were not getting even decent raises, much less raises to even meet the cost of living. Every big company i have ever worked for has had an amount of money put back for losses, whether they be bad debt, or whatever losses they experience. Now you want to make money (interest) on us. We are the one's who literally suffered during this time without, now charge us for your inadequate equipement. I will fight this and will tell everyone i can tell to fight this. Where is the money to come from? and if we can't pay, you gonna turn our service off????? Betcha will! money hungry bastards

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 10:55 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Alfred Richardson
6429 Revere Ave

Cincinnati, OH 45233

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

Notes: COMPLAINT DESCRIPTION:

I just don't understand why you would allow Duke to recover the cost through the customers. The current cost to heat and cool our homes should more than enough pay for acts of nature such as the wind storm. I lost my job of 25 years the the start of 2007 and haven't ask for any help. I've paid my own way using savings and finding odd jobs but the fuel and energy cost are killing the common people in our state.

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

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 10:53 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Charlene Tegeder
3289 Sienna Dr

Cincinnati, OH 45251

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

Notes: COMMENT DESCRIPTION:

We pay for our services, pay for line fees each month. There is absolutely NO reason the customers should pay for the damages for 9/2008. FEMA is paying to the Counties for cleanup. The line fees which I was told "is to keep up the maintenance on the lines so you have power" These fees should fall under the repair. "Act of God" does not mean pass it down to the people who are struggling now. Could you not even meet us half way? I was out one day and considered myself lucky why should I pay so Duke can "upgrade" certain areas that needed more work because the lines or equipment was old. That is what the fees are for. Contact me if you feel the need. Thanks for your time. Hope you do the right thing.

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2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 11:04 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Donald Rosemeyer
3230 Manning Ave

Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:

I am infuriated that the commission has the audacity to allow Duke to pass the cost of fixing Duke's energy lines during the September windstorm onto the customer. If Duke would have maintained the equipment in the first place, we would not have been without power for so long. Once again the cost is passed onto the people who have no say in the matter.

Please docket the attached in the case number above.

2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 11:12 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: La Toya Pitts
112 C Ewing Dr

Fairfield, OH 45014

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

Notes: COMPLAINT DESCRIPTION:

I am not happy to find out that Duke Energy is making its consumers pay for the wind storm's damage. That was an Act of God and consumers were not reimbursed for services that were not used or for the inconvenience. Some people were without power for days and weeks. Why should the consumer pay full price when some of their services were not restored immediately? What loss does the company take? 50/50 would almost seem fair but that seems ridiculous when Duke Energy customers pay too much a month anyway. I'm sure this company profits billions a year; it should be able to cover a huge portion, if not all of those cost considering customers don't have an option to go to another service provider for cheaper competitive rates.

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2/6/2009

Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 11:10 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Francine Coburn
207 Brookhaven

Cincinnati, OH 45215

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

Notes: COMPLAINT DESCRIPTION:

I read on channel 9 that the customers of Duke will be paying for the power outage from September. I think Duke is taking advantage of the customer. We the customers are between a rock and a hard place. Duke know that we need the service, so they can raise the rate whenever they get ready. What about the Duke customers that did not have power during that time. The food that was loss, and in my case, my back up battery on my home alarm was no longer working. I am aware that Duke will say this is an act of God, so why charge the customers. I read the article at work, and by the time I got home, Channel 9 had taken it off there web page. Lastly, I feel that we the customers of Duke has to take up the slack on everything. DUKE, eat these charges! I am sure you are not hurting for money like the poor. Everytime you turn around charges are being in crease because gas is high, it to hot outside, it to cold outside. The stock market crashed. Enough is enough. People can barely buy groceries because rverything around us is going up. I was smart enough to send this home, since it was taken off of channel 9 website, and I have sent it to everyone I know to complain. GIVE US A BREAK!!!!

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Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Friday, February 06, 2009 11:07 AM
To: Docketing
Subject: Duke Energy

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 2/6/2009

Re: Brian Boroff
1165 Cole Ave

Cincinnati, OH 45246

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

Notes: COMPLAINT DESCRIPTION:
Why should we have to pay for this windstorm!!!

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