

FILE

33

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 10:36 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Mainerd Sorenson  
3980 Kenkel Ave

Cincinnati, OH 45211

RECEIVED-DOCKETING DIV  
2009 FEB -9 PM 4:10  
PUCO

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

Notes: COMPLAINT DESCRIPTION:

I am strongly protesting the decision to allow Duke Energy to bill their customers for damage from the windstorm of 2008. Isn't that just the cost of doing business? It ought to come out of their profit!!

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: Am Date Processed 2/9/09

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 10:40 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Herb West  
5545 Bluepine Dr

Cincinnati, OH 45247

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

Notes: COMPLAINT DESCRIPTION:

Why will we have to pay for the wind storm? Our bills are high enough! We lost a few hundred dollars in the food we had to throw out. Thank you.....

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 10:34 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Michael Shively  
1240 Village Glen Dr

Batavia, OH 45103

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

Notes: COMPLAINT DESCRIPTION:

I would like to lodge a complaint based on the fact that customers will have to foot the bill for the windstorm in 2008. As a customer, I was without power for 5 days while others on our street were only out for 1 or 2. I do not feel that Duke did its best to restore our power in a timely manner. Also, I do not believe we should have to pay extra for such poor service. It would be one thing if we had other options but when Duke is the only provider, what are we as consumers supposed to do. It would be a lot easier for a multi-million if not billion corporation to absorb the loss and write it off that way than it is for the common consumer who is barely making ends meet have an increase in their bills. Thanks for not protecting the consumers of Ohio.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 10:30 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Charles Hudson  
4888 Streamsife Ct

Liberty Township, OH 45011

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

Notes: COMPLAINT DESCRIPTION:

Are you kidding me. You are allowing Duke to recover the cost of the storm outage when we pay a line fee every month. Line service has needed to be updated for years. Enough is enough. This is there equipment that we pay to maintain and when there faulty service goes out, we are responsibe. Thank you PUCO, I really appreciate it. I hope that kickback from Duke comes in handy for you.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 10:15 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Cindy Feller  
5875 Northglen

Cincinnati, OH 45248

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

Notes: COMPLAINT DESCRIPTION:

I just read a news article the PUCO has approved Duke's request to pass the cost of the 2008 storm onto its customers. What about the customers who did not need help from Duke? My electric and those in my neighborhood around me lost power for 1 1/2 hours. Duke did not come out to fix anything and they did not have to call in extra workers. I don't think it is fair that ANY customer that did not have wire damage that Duke had to literally come out to the site and repair should have to pay fo this. Duke Energy has had record profits for years and it's because they control power and can. There is no alternative and they have no competitors. If I had an alternative, I would most definitely use another service provider because Duke is expensive and they have bad customer service. Any other service provider that we can use is billed through Duke. What, do you think people are stupid or something? What an insult. I really thought that given the fact that it took so long for them to respond and customers were so unhappy with their service that PUCO would not let them raise rates again. And if you say, "we didn't" because it's called something else on the bill, that's a lie. There are people everywhere who can't even afford to have heat in 2009 and you are saying "Poor Duke Energy"???? Duke Energy also has a reputation as being a tyrant with their customer service and payment plans. If you are going to allow them to monopolize and gouge customers then they need to be regulated in how customers are allowed to make payments so that people can afford to live with electricity and heat! This is a sad, sad world in which we live. My bills have risen at least 100% in the past 10 years. I now pay \$200/mo. for the same amount of energy that I paid \$100 for in 1999. I am not good at cleaning out my file cabinets so I have the past bills to prove it! I have known for years that Duke Energy doesn't give a rats a\*\* about people, now I know that PUCO doesn't either.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 10:12 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Brad Shestina  
1362 Washington Cir

Cincinnati, OH 45255

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

Notes: COMPLAINT DESCRIPTION:

I was without power for 4 days. There is no way I am paying for an "act of god".  
You can't charge someone for services not used.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 10:09 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Michael Erb  
3849 Bremen Pass

Cleves, OH 45002

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

Notes: COMPLAINT DESCRIPTION:

This is a bunch of bull having the people affected by a hurricane aftermath windstorm (an act of God) pay additional to re-imburse Duke Energy for it's cost of restoring power to the people in the Cincinnati area. This is outrageous that the PUCO would allow such a thing. Duke Energy response was terrible in restoring power to this area. Service personnel in North Carolina and Texas contributed to their lack of response. Duke Energy should have had their own insurance to hedge for such an event. There are no stipulations in my implied contract for utility service to pay for such events. I lost over \$500 worth of food due to the event. I want Duke Energy or the State of Ohio to reimburse me for my losses. This is another example of Communist type dictatorship policy from our (I repeat our!) government. If not repealed, I will write my Congressman and Senator promptly. If no satisfaction from them either, you do not want to know! Sincerely, pissed.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:34 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Larry Mounce  
5878 Elm Ave

Milford, OH 45150

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

Notes: COMPLAINT DESCRIPTION:

As a Duke customer, I just think this is absolutely absurd. Why should I have to pay for your company's bill? You've increased rates continually since taking over CG&E and this is just one more way to stick us with your company cost. These charges are a result of a windstorm that was an "act of God". Nothing on my part. I feel this is a huge injustice to every Duke customer. There were those without power for days and now you want to charge them for your increased cost. What kind of credits are you giving those who went without power? Bills adjusted? I'm sure that wasn't the case. I'd like to know who I get to charge for all of my losses?

Please docket the attached in the case number above.

2/9/2009



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:32 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Beverly Graves  
3402 Boudinot Ave

Cincinnati, OH 45211

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

Notes: COMPLAINT DESCRIPTION:

I heard recently the PUCO has given Duke Energy permission to collect the debt with interest for the September 14th wind storm. I feel Duke Energy should be held responsible for the debt to an extent. I understand the debt incurred by them is tremendous, however I feel asking for the entire amount with interest is unfair. I was without power for 6 days. In which time I lost approximately \$600.00 in food and medicine. I have a high deductible with my homeowners, so I will not recoup any damages.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:29 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Tighe Rickettson  
1380 Pebble Ct  
# 210  
, 00000

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

Notes: COMPLAINT DESCRIPTION:

They're passing on the cost of the september wind storm to customers.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:27 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Tanya Jones  
6421 Aspen Way

Cincinnati, OH 45224

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

Notes: COMPLAINT DESCRIPTION:

I should not have to foot the bill for a natural disaster. This is something that the government should handle. My bill goes up annually. It doesnt need to be doubled.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:22 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Jackie Milczarek

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

Notes: COMPLAINT DESCRIPTION:

We, as well as many thousands, are disturbed over the decision made by the PUCO to approve Duke energy to collect from its customers, for last years wind storm, any money lost from said storm. We say bunk! Let them like any other individual or company suffer a lost and take from its profits all the years there were no natural disasters. This complaint reflects thousands who feel the same way about PUCO. We need a consumer friendly PUCO, not the one that exists now! Mr. & Mrs. Milczarek

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:20 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: John Lucy  
855 Wards Corner Rd

Loveland, OH 45140

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

Notes: COMPLAINT DESCRIPTION:

I think it is absolute ridiculous that the customers are having to foot the bill for the wind storm of September of 2008. We are on a fixed income and already the riders on our account are more than double our usage. We have done everything to cut back on our bill. For the last 2 years we have been on budget billing. Last year the last bill only had half of the normal bill due and this year we have a credit; both times they have raised our bill another \$20-30. Nobody helped any of us pay for food loss or loss of our houses when we had no electricity for 5-8 days.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:16 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: June Clark  
7545 Juler Ave

Madeira, OH 45243

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

Notes: COMPLAINT DESCRIPTION:

I lost more than \$450 worth of food during the outage. My insurance didn't cover it. I never expected hurricane winds in Ohio. I'm 69 yrs old, and cannot lift my (by then, non-electric) garage door to go out for ice. Do utility companies not have insurance to cover such losses??? I expect my insurance will raise my rates, due to the claim, (roof damage), I lost all that food, and now Duke wants to bill it's customers for their expenses. This is outrageous!

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:14 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Jeffrey Cady  
426 N Miami Ave

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 very wrong to allow Duke Energy to recoup money spent on repairs from the windstorm that caused the damage. With the economy the way it is right now, people are losing money they have invested, and to allow Duke to charge their customers for the repairs is out of line. Gas and electric bills are high enough as it is. Some people can't even afford to pay them, let alone add money each month to their bills. I think the PUCO needs to re think this, and help out the consumer in these hard times.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:11 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Joseph Buschelman

, 00000

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

Notes: COMPLAINT DESCRIPTION:

I just read the article on WCPO's website stating that Duke was going to be able to bill the Duke customers for the damage done in the windstorm in Sep. of 2008.

So from what I understand I have to pay for Duke's damaged property? So I guess if I want to have my house damage fixed I have to contact Duke and have them pay for it and not my insurance company?

This is absolutely ridiculous. I pay for insurance on my cars and house to have it protected from storms and other forms of damage but Duke has damage to it and the customer has to pay for it? That is assinine. You can't tell me a company as big as Duke doesn't have insurance. Force them to use that or force to them to use the money they take from us every month.

When damage is done by hurricanes, tornadoes and etc. FEMA steps in and takes care of things. I recall that the Governor of Ohio declared a state of disaster. So why isn't the government assisting Duke with their problem?

Please docket the attached in the case number above.

2/9/2009



**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:09 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Julia Brackett  
3907 Waterson Rd

Cincinnati, OH 45227

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

Notes: COMPLAINT DESCRIPTION:  
WE WERE NOT AFFECTED BY THE STORM IN ANY WAY. I DO NOT BELIEVE THAT I  
SHOULD HAVE TO PAY WHEN WE WERE NOT AFFECTED BY THE STORM.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:07 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: James Amriott  
14125 Boyd Rd

Mount Orab, OH 45154

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

Notes: COMPLAINT DESCRIPTION:

The consumer should not have to pay for the cost of doing business, when we have no option to change electric companies. If I dont like the price of bread at Krogers, I can go to wal mart. this would be like Kroger raising the price of bread and saying I have to buy it from them because I live close to them. If my house burns down can I tell my employer to give me more money until I get my house repaired. I have insurance in case something drastic happens. thank you

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:05 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Richard Doyle  
3983 Mefford Ln

Sharonville, OH 45241

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

Notes: COMPLAINT DESCRIPTION:

I wish to formally register a complaint against Duke Energy, who plans to charge its customers--WITH INTEREST--over the next three years to make up for the financial losses it incurred during the power outage on 14 September 2008.

Whom do WE get to bill to recoup our own personal losses? It is unfair and unethical for Duke Energy to bill its customers in an attempt to recover money due to "an act of God." This is a service company set up specifically to deal with gas and electric losses and repairs. They are no more special than any of we homeowners who endured various damages and losses and who are unable to collect repayment of OUR expenses because we were victims of "an act of God."

While I am sorry for the financial losses we all endured, I formally request that Duke Energy NOT be allowed to bill me in an attempt to recoup any of its losses.

Respectfully,  
Richard A Doyle

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:03 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Robert Brashear  
2045 W Horizon

Hebron, KY 41048

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

Notes: COMPLAINT DESCRIPTION:

This is not the responsibility of the customer. This is the risk Duke takes as a business. This is just another way for Duke energy to screw the former Cinergy customer to make up for their losses in other parts of the country. This storm was an act of God so this is their problem not the customer. I thought the PUCO was for the people.

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

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:00 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Monica Wilkins  
3035 Cohoon St

Cincinnati, OH 45208

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

Notes: COMPLAINT DESCRIPTION:

I am writing as a very concerned customer to say that I totally disagree with Duke Energy's plan to pass on the cost of the windstorm to its' customers. It is obvious to us as consumers that Duke Energy has already passed on enough of its' costs and has reaped significant profits in the process. Simply put, when will enough be enough?!!

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 11:36 AM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Rebecca Thompson  
6290 Hummingbird Dr

Mason, OH 45040

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

Notes: COMPLAINT DESCRIPTION:

I am writing in reference to the recent announcement of the approval of a bill rider allowing Duke Energy to recoup their costs resulting from the September Wind Storm. I think it is an outrage that this charge is being passed on to the people who were affected by this storm.

Nearly every homeowner in the Cincinnati area sustained damages from the storm resulting in a cash outflow for repairs and to replace food lost from the blackout. Most consumers are cautious enough to have insured their homes for damage prior to the windstorm. Are you going to tell me that Duke Energy did not have the foresight to insure themselves to protect their assets from losses they might sustain during a natural disaster? That doesn't make good business sense. Nor does it make sense that the monies lost from the lack of revenue during the black out (an inconvenience to all of us) and the repairs to the downed lines (again, where was Duke's insurance?) should be repaid by the consumers who were affected by this blackout.

I just received the highest gas bill I have ever seen in my adult life. For one month of service, and during only a moderately cold month. As I sit here anticipating the coldest night of the year, and another hefty Duke bill next month, I have to wonder why the cost of natural gas has not drifted downward to follow the trend of gasoline? The thought of paying even more when this storm damage rider hits my bill just makes me furious.

Planning, insurance, manpower, and more planning is what Duke Energy needs. NOT an excuse to bill already taxed families more money for overpriced energy services. Have you seen the reports on the current economy? Enough said.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:36 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Sheryl Coppridge  
8919 E Plain Dr

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

Notes: COMPLAINT DESCRIPTION:

I don't like the thoughts that Duke Energy gets to keep increasing the rates on people for stuff they should have taken care of in the first place. This is the whole problem with Government Involvement, first it starts with just a little, then, next thing you know, You pay 3/4 of your earnings to some buruecratic big wig sitting in an office making millions. Give something back to the people for once, Make Duke pay for their Own screwups instead of the Tax Paying People.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:38 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Kenneth Krebs

, 00000

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

Notes: COMPLAINT DESCRIPTION:  
FEEL WE PAY LARGE ENOUGH PAYMENTS FOR OUR ELECTRIC BILLS THAT AN  
ADDITIONAL ASSESSMENT FOR THAT WIND STORM WOULD NOT BE FAIR DURING THIS  
ECONOMIC CRISIS.

Please docket the attached in the case number above.

2/9/2009



**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:41 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Karen Miller  
3025 Campbell Rd

Bethel, OH 45106

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

Notes: COMPLAINT DESCRIPTION:

REALLY nice way to help out the community guys. We get hit by a windstorm that none of us foreseen, and Duke Energy's job---which we already pay for---is maintenance of the electric lines. BUT suddenly here we (THE CONSUMER) are going to be stuck with the bill. Seriously who has the deeper pockets? Look at the economy, and think about what is going to happen when you continue to bill the consumer when they have no money? Seriously. Didn't the price of electric go up 2x in the last 2 years, take your piece out of that. I didn't go to Kroger Grocery stores and send them a bill when all of my groceries (\$250 worth) went bad because of a power outage. Sometimes you need to cut your losses instead of screwing your neighbors. THANKS A LOT! Not to mention the amount of time the consumer lost at work-first we take a pay cut (can we bill DUKE for our outage?), what about generators, batteries, candles? Who pays for that?

From Karen Miller, Licensed Massage Therapist, who lost 3 days of commission appointments (BUT did not bill her patients because of missing appointments due to unforeseen conditions), and now is going to take another hit in the check book!

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:42 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Ken Milczarek  
4179 Miami Western Dr

, OH 45056

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

Notes: COMPLAINT DESCRIPTION:

We, as well as many thousands, are disturbed over the decision made by the PUCO to approve Duke energy to collect from its customers, for last years wind storm, any money lost from said storm. We say bunk! Let them like any other individual or company suffer a lost and take from its profits all the years there were no natural disasters. We have suffered major loses due to the stock market crash, IRA loses etc. Can I bill Wall Street? Give us a break! This is another case of lobbyist greasing politicians palms etc. Mr. & Mrs. Milczarek

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:44 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: James Curee  
7200 Euclid Ave

Cincinnati, OH 45243

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

Notes: COMPLAINT DESCRIPTION:

I am apalled that Duke Energy is trying to collect money from the 9/14/08 windstorm. We had NO electric-how can they charge and with interest to boot? No-one covered the tree removal (which did NO damage to any power lines anyway), my car or home damage,the loss of food-all not worth turning into insurance, but enough to have to take care of OURSELVES. TIMES ARE HARD ENOUGH-we are all struggling. Gas & electric bills and every other bill are hard for us to pay in the first place. I DON'T SEE HOW YOU CAN CHARGE US FOR SOMETHING WE DIDN'T HAVE -----POWER?? The meter wasn't turning so how can you even consider allowing them to charge? WE SUFFERED and no-one will help us or bail us out. We dealt with the discomfort. They should take the hit just like all of us had to. They weren't providing so what are they charging for?

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:46 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Geraldine Chmiel  
56 Hillsdale

, 00000

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

Notes: COMPLAINT DESCRIPTION:

This complaint is in response to the Ohio regulators approving Duke's request to charge customer for 31 million in storm costs. Your customers have already been paying for the storm - in lost wages, grocery replacement, damage, insurance deductables and raised insurance premiums! This is the cost of doing business! I am also sure that Duke has insurance to cover some of the costs of the storm, to not have insurance would be negligent on their part - which makes me feel like there is some double dipping going on!

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:49 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Carolyn Reed  
651 Hawthorne Ave

Cincinnati, OH 45205

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

**Notes: COMPLAINT DESCRIPTION:**

I understand that Duke Energy is going to pass the cost of the 2008 wind damage to its customers. I do not think they should be able to do this since we as customers had to go without electric as well as replace stored food in freezers and refrigerators without being reimbursed. Many of us have free standing freezers for stocked meat etc which added to the cost of normal replacement. As well, many of us had tree damage not covered by our insurance companies so we have to will have foot this bill without relief from any other source. Using Gas and Electric is already expensive and for some considered a major monthly bill (mine is \$600/mo in the winter), do not let them gouge us for more money than we should have to pay.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:50 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Pamela Clark  
974 Arberrun

Cincinnati, OH 45233

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

Notes: COMPLAINT DESCRIPTION:

I do not want to pay for Duke Energys overtime for the September 14, 2009 windstorm.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:47 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Kathleen Moore  
5014 Western Hls

Cincinnati, OH 45238

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

Notes: COMPLAINT DESCRIPTION:

I believe your debt is "the cost of doing business"! Do you not have insurance like your customers? Sounds like a poorly run company. Do huge corporations ask their loyal customers for forced payments to keep them afloat-I guess you could just go to the government like everyone else for a bail out like everyone else.... NOT IMPRESSED with DUKE ENERGY!!!! I will write to Michael Savage/Rush Limbah and let them know how you operate for some publicity of DUKE ENERGY. Single female, making all the right decisions to be able to own a home and pay bills-barely getting by. Will be changing service asap.

Please docket the attached in the case number above.

2/9/2009

**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 1:53 PM  
**To:** Docketing  
**Subject:** Duke Energy

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

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.

2/9/2009



**Hunter, Donielle**

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**From:** ContactThePUCO@puc.state.oh.us  
**Sent:** Monday, February 09, 2009 2:12 PM  
**To:** Docketing  
**Subject:** Docketing

Public Utilities Commission of Ohio  
Investigation and Audit Division

Memorandum

Date: 2/9/2009

Re: Thomas Weill

Docketing Case No.:08-1302-EL-ATA.

Notes:

From: Thomas [mailto:bucycogop1@peoplepc.com]  
Sent: Friday, January 30, 2009 10:19 AM  
To: Siegfried, Stuart  
Subject: Electric rate increase

To whom it may concern,

I'm not sure if this e-mail is going to the right place to give my concerns about the AEP rate increase or not, but maybe you can send it to the proper department.

I'm a pastor of a local church in Bucyrus where several of our folks have lost their jobs due to downsizing and other related economic conditions. With these folks having little or no income, how can they even afford higher electric bills? Maybe what AEP should do is apply for a 'bailout' from the government like the big corporations have done, instead of placing more of a burden on people that are doing all they can just to survive.

I too, have been very conservative in our use of electric. Are we going to be penalized for trying to save? Raising the cost of electric on people that can hardly make it now is going to put undue pressure on them.

Sincerely,  
Pastor Thomas Weill

Please docket the attached in the case number above.

2/9/2009