

FILE

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Hunter, Donielle

From: ContactThePUCO@puc.state.oh.us
Sent: Wednesday, March 25, 2009 3:15 PM
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PUCO

Public Utilities Commission of Ohio
Investigation and Audit Division

Memorandum

Date: 3/25/2009

Re: Bob Lierman
4861 Sheppard Creek Rd
Cincinnati, OH 45223

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

Notes:

Please docket the attached in the case numbers above.

Thank you.

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 SM Date Processed MAR 25 2009

From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 44191
Sent: 3/16/2009 9:56:18 AM
Message:
WEB ID: 44191 AT:03-16-2009 at 09:56 AM

TYPE: complaint

NAME: Mr. Robert Lierman

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 4861 Shepherd Creek Rd.
- Cincinnati , Ohio 45223
- USA

PHONE INFORMATION:

- Home: 513-541-7787
- Alternative: *(no alternative phone provided?)*
- Fax: *(no fax number provided?)*

E-MAIL: evergreenfarm@fuse.net

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: Duke
- *(no account name provided?)*
- Service address: 4861 Shepherd Creek Rd.
- Service phone: 513-541-7787
- *(no account number provided?)*

COMPLAINT DESCRIPTION:

The article of 3-16-09 in the Cinti. Enquirer addresses a rate increase. I am against this> The last two incidents I had with Duke energy shows a lack of concern for the average person: ie: The ice storm two years ago and the wind storm last fall are examples: The ice storm caused \$40,000.00 damage & I was told Duke was not responsible as it was an act of god. The wind storm was the same answer and as a result I had \$20,000.00 in damage. In the first instance Duke was on the scene as a transformer came down and was leaking. They did not fix the problem immediately, but returned four days later. The wind storm there were high voltage cables on the ground that were sparking and they refused to respond for three days. The neighbors took it upon themselves to place cones around the sparking wire to insure the safety of the people using the area. I also take issue with the statement that Duke energy said it would be so expensive to insure it would not be prudent, yet we as individuals must insure against damage. Is this another double standard?