

FILE

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of Duke)
Energy Ohio, Inc. for a Waiver of Certain)
Sections of the Ohio Administrative Code)
for SmartGrid Pilot Programs.)

Case No. 10-249 -EL-WVR

PUCO

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2010 MAY 10 PM 4:46

**AMENDED
APPLICATION AND REQUEST FOR EXPEDITED RULING
OF DUKE ENERGY OHIO, INC.**

On February 26, 2010, Duke Energy Ohio, Inc. (Duke Energy Ohio or Company) requested that the Public Utilities Commission of Ohio (Commission) grant it a waiver from certain specified sections of the Ohio Administrative Code. Waivers from these sections are necessary in order for the Company to move forward to implement the SmartGrid pilot programs which bring significant changes to customer interactions. Subsequent to the filing of the Application, the Company has continued to work within the SmartGrid Collaborative with interested Parties. Also, both the Ohio Consumers' Counsel (OCC) and Ohio Partners for Affordable Energy (OPAE) have moved to intervene in this docket and have filed comments and "a protest" with respect to the requested waiver. Duke Energy Ohio has responded to those submissions individually. However, in order to ensure that the Commission and all parties have adequate information upon which to grant the waiver, Duke Energy Ohio submits herein some additional information regarding the proposed SmartGrid pilot programs. Duke Energy Ohio is also providing more recent versions of the proposed bill formats and text messages.

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 _____ Date Processed MAY 10 2010

I. Updated Bill formats

Attached to this Amended Application is a set of the current bill formats to be used during the SmartGrid pilot programs. There are eight formats in all. These have been updated based upon discussions with Commission Staff and others. It is not anticipated that they will change again prior to use in the pilots.

In Memorandum filed in this docket, OPAE and OCC both argued that the Company should be required to provide budget billing for customers on the pilot. Duke Energy Ohio does not oppose allowing customers to take advantage of budget billing when SmartGrid is eventually fully deployed. However, at present, the current state of the Company's billing system will not permit budget billing during pilot testing. The Company expects to have that functionality available at a later date. If the Commission were to order the Company to include budget billing as an option with the current pilot proposals, this would delay implementation of the pilots for a period of months. Thus, the current waiver request necessarily includes the ability to omit budget billing as an option for customers during the pilot. However, as noted in OPAE's Reply, customers wishing to participate in budget billing can opt out of the pilot and thereby enter into a budget billing arrangement with Duke Energy Ohio.

II. Scalar Reads and Interval Usage

The information provided in PowerPoint format is intended to demonstrate to the Commission and to interested parties that the customer will maintain an adequate means by which to verify the accuracy of the customer's meter. Usage amounts billed on the customer's bill should match interval usage that can be calculated from the scalar reads on the meter. A picture of a SmartMeter is attached to show its appearance and the ease with which a customer can view the customer's usage data.

Additionally, as noted in the PowerPoint attached, the Company will use Scalar reads to verify usage data and ensure accuracy. The Scalar reads will be stored in the meter data management system but not passed through to the billing system which will use only interval usage.

It is essential that the customer become accustomed to viewing the bill with interval usage format so that the customer can understand the "time-of-use" concept and react accordingly. In the absence of interval usage information, time-of-use rates do not provide any added value to the customer.


III. Rule 4901:1-18-05(A)(5)

In its original application, Duke Energy Ohio requested a waiver to allow it to, among other things, provide electronic notification to customers on an opt-in basis. Each customer will specify the means by which such customer wishes to communicate. Within the provisions of this rule is one which requires that the Company give notice to the customer who is receiving a disconnect notice, the customers delinquent bill account number, the total amount required to prevent disconnection of the regulated service provided by the utility and any security deposit owed at the time of the notice. The new billing system that Duke Energy Ohio will be test-driving while facilitating the pilot programs, does not provide the security deposit owed on the notice of disconnect. This is the only part of 4901:1-8-05(A)(5)(a) for which the Company is seeking a waiver. The remaining information required will be included on the bill.

IV. Conclusion

With this additional information, Duke Energy Ohio respectfully requests that the Commission grant its request for a waiver and permit the Company to proceed with its pilot programs. Duke Energy Ohio and its customers deserve to begin the process of learning how to take advantage of the new functionality that SmartGrid enables.

Respectfully submitted,



Amy B. Spiller
Associate General Counsel
Elizabeth H. Watts (Counsel of Record)
Assistant General Counsel
Columbus Office:
155 East Broad Street,
21st Floor
Columbus, Ohio 43215

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing was served via personal delivery or ordinary mail, postage prepaid, on the all parties presently participating in the SmartGrid collaborative this 10th day of May, 2010.



Elizabeth H. Watts

Duane W. Luckey
Assistant Attorney General
Office of the Ohio Attorney General
Public Utilities Commission of Ohio
6th Floor
180 East Broad Street
Columbus, OH 43215

Ann M. Hotz
Office of the Ohio Consumers' Counsel
Suite 1800
10 West Broad Street
Columbus, OH 43215

David Rinebolt
Colleen Mooney
Ohio Partners for Affordable Energy
231 West Lima Street
P.O. Box 1793
Findlay, Ohio 45839

Matthew Smith
Chester, Willcox & Saxbe
65 East State Street
Suite 1000
Columbus, Ohio 43215



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$373.89

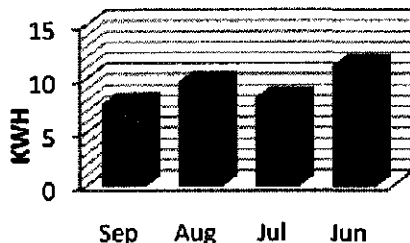
Service Period: Sep 1, 2009 – Oct 1, 2009

Your Detailed Duke Energy Statement

Check out your personalized Smart Energy Portal by
visiting: www.duke-energy.com/specificURL

Summary of What You Owe

(This will build to 13 months) **Electric Usage**



Electricity Usage	This Month	Same Month Last Yr
Total KWH	2,415	2,015
Days	31	29
AVG KWH per Day	78	134
AVG Cost per Day	\$10.08	\$16.11

Your monthly gift to Duke Energy's HeatShare Fund will help those in need. Tax deductible contributions can be made along with your monthly bill payment. Learn more about this customer care program at duke-energy.com.

Our records indicate your preferred method of contact is: leslie.brown@atv.net. If this is incorrect, please follow the instructions on the back of this statement.

Please direct inquiries to: 800-777-9898 or
P. O. Box 1090, Charlotte, NC 28201-1090
You can also visit us online at: www.duke-energy.com

Amount owed on your Previous Statement.....\$630.16
Payments Received – thank you.....- 630.16
Balance Forwarded.....0.00
Adjustments to Previous Periods.....0.00
Miscellaneous Charges.....25.00
Current Charges:
Electricity Usage 323.89
Plug In/Electric Vehicle Fee (PEV) 25.00
Total Amount Due.....\$373.89
Amount Due After Oct 22, 2009.....\$379.50
HeatShare Contribution – thank you.....20.00

Please visit us at www.duke-energy.com for details on:

- New Products
- Rate Schedule and Tariff
- Personal Time of Use
- Home Energy Management Systems



Page 1 of 2

Duke Energy Payment Enclosure

Please include with your payment or pay online at: www.duke-energy.com

Your Account Number: 0000159008

Total Amount Due: \$373.89

Due Date: Oct 22, 2009

XXXXXXXXXXXX Bar Code XXXXXXXXXXXXXXXXXXXX

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

HeatShare Contribution: \$ _____

PO Box 70516
Charlotte, NC 28272-0516

Total Amount Enclosed: \$ _____

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$373.89

Service Period: Sep 1, 2009 – Oct 1, 2009

(Variable Message Box)

Explanation of Current Product Charges			
Meter Number	Usage	Rate Schedule Description	Charge Amount
508968	15.023 KWH	Customer Charge	36.51
		Generation Energy Charge	1.81
		Distribution Delivery Charge	0.40
		Total TD-AM Shoulder Period Usage Charge (Winter)	2.21
	190.345 KWH	Generation Energy Charge	92.14
		Distribution Delivery Charge	20.86
		Total TD-AM On-Peak Energy Usage Charge (Winter)	113.00
	12.567 KWH	Generation Energy Charge	0.35
		Distribution Delivery Charge	0.08
		Total TD-AM Off-Peak Energy Usage Charge (Winter)	0.43
	704.912 KWH	Generation Energy Charge	26.51
		Distribution Delivery Charge	6.00
		Total TD-AM On-Peak Energy Usage Charge (Summer)	32.51
	1,699.111 KWH	Generation Energy Charge	31.51
		Distribution Delivery Charge	7.13
		Total TD-AM Off-Peak Energy Usage Charge (Summer)	38.64
		Rider PTC-AAC, Annually Adjusted Component Rider	8.80
		Rider PTC-FPP, Fuel and Economy Purchased Power Rider	7.70
		Rider SRA-CD, Capacity Dedication Rider	2.20
		Rider SRA-SRT, System Reliability Tracker	6.60
		Rider TCR, Transmission Cost Recovery Rider	5.50
		Rider DR, Demand Recovery Rider	2.75
		Rider EER, Energy Efficiency Revolving Loan Program Rider	12.10
		Rider OET, Ohio Excise Tax Rider	4.40
		Rider RTC, Regulatory Transition Charge Rider	4.89
		Rider USF, Universal Service Fund Rider	13.75
		Rider DR-IM, Infrastructure Modernization Rider	3.85
		Rider DR-ECF, Economic Competitiveness Fund Rider	9.90
		Rider DR-SAWR, Energy Efficiency Recovery Rate	13.20
		Rider UE-ED, Uncollectible Expense – Electric Distribution	4.95
		Electricity Usage	323.89
		Plug In/Electric Vehicle Fee (PEV)	25.00
		Returned Check Fee (Miscellaneous Charge)	20.00
		Reconnection Fee (Miscellaneous Charge)	5.00
		Total Current Product Charges	\$373.89



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$473.89

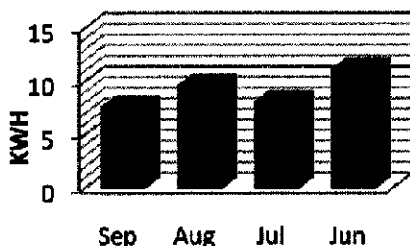
Service Period: Sep 1, 2009 – Oct 1, 2009

Your Detailed Duke Energy Statement

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Summary of What You Owe

(This will build to 13 months) **Electric Usage**



Electricity Usage	This Month	Same Month Last Yr
Total KWH	2,415	2,015
Days	31	29
AVG KWH per Day	78	134
AVG Cost per Day	\$10.08	\$16.11

(Critical Message Box)

Our records indicate your preferred method of contact is:
leslie.brown@atv.net. If this is incorrect, please follow the
instructions on the back of this statement.

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P. O. Box 1090, Charlotte, NC 28201-1090
You can also visit us online at: www.duke-energy.com



Page 1 of 2

Duke Energy Payment Enclosure

Please include with your payment or pay online at: www.duke-energy.com

XXXXXXXXXXXX Bar Coding: 00000000000000000000

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

PO Box 70516
Charlotte, NC 28272-0516

Amount owed on your Previous Statement.....\$630.16
Payments Received – thank you..... - 630.16
Balance Forwarded.....0.00
Adjustments to Previous Periods.....0.00
Miscellaneous Charges.....25.00
Deposit Due.....100.00
Current Charges:
Electricity Usage 323.89
Plug in/Electric Vehicle Fee (PEV) 25.00
Total Amount Due.....\$473.89
Amount Due After Oct 22, 2009.....\$481.00

Please visit us at www.duke-energy.com for details on:

- New Products
- Rate Schedule and Tariff
- Personal Time of Use
- Home Energy Management Systems

Your Account Number: 0000159008

Total Amount Due: \$473.89

Due Date: Oct 22, 2009

HeatShare Contribution: \$ _____

Total Amount Enclosed: \$ _____



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$473.89

Service Period: Sep 1, 2009 – Oct 1, 2009

(Variable Message Box)

Explanation of Current Product Charges			
Meter Number	Usage	Rate Schedule Description	Charge Amount
508968	15.023 KWH	Customer Charge	36.51
		Generation Energy Charge	1.81
		Distribution Delivery Charge	0.40
		Total TD-AM Shoulder Period Usage Charge (Winter)	2.21
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		Distribution Delivery Charge	20.86
		Total TD-AM On-Peak Energy Usage Charge (Winter)	113.00
	12.567 KWH	Generation Energy Charge	0.35
		Distribution Delivery Charge	0.08
		Total TD-AM Off-Peak Energy Usage Charge (Winter)	0.43
	704.912 KWH	Generation Energy Charge	26.51
		Distribution Delivery Charge	6.00
		Total TD-AM On-Peak Energy Usage Charge (Summer)	32.51
	1,699.111 KWH	Generation Energy Charge	31.51
		Distribution Delivery Charge	7.13
		Total TD-AM Off-Peak Energy Usage Charge (Summer)	38.64
		Rider PTC-AAC, Annually Adjusted Component Rider	8.80
		Rider PTC-FPP, Fuel and Economy Purchased Power Rider	7.70
		Rider SRA-CD, Capacity Dedication Rider	2.20
		Rider SRA-SRT, System Reliability Tracker	6.60
		Rider TCR, Transmission Cost Recovery Rider	5.50
		Rider DR, Storm Recovery Rider	2.75
		Rider EER, Energy Efficiency Revolving Loan Program Rider	12.10
		Rider OET, Ohio Excise Tax Rider	4.40
		Rider RTC, Regulatory Transition Charge Rider	4.89
		Rider USF, Universal Service Fund Rider	13.75
		Rider DR-IM, Infrastructure Modernization Rider	3.85
		Rider DR-ECF, Economic Competitiveness Fund Rider	9.90
		Rider DR-SAWR, Energy Efficiency Recovery Rate	13.20
		Rider UE-ED, Uncollectible Expense – Electric Distribution	4.95
		Electricity Usage	323.89
		Plug In/Electric Vehicle Fee (PEV)	25.00
		Deposit Due	100.00
		Returned Check Fee (Miscellaneous Charge)	20.00
		Reconnection Fee (Miscellaneous Charge)	5.00
		Total Current Product Charges	\$473.89





Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$373.89

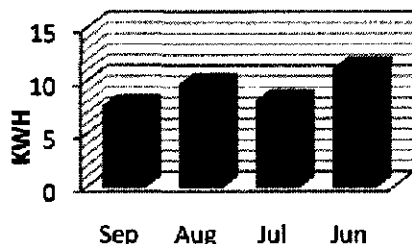
Service Period: Sep 1, 2009 – Oct 1, 2009

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Summary of What You Owe

(This will build to 13 months) **Electric Usage**



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Page 1 of 2

Duke Energy Payment Enclosure

Please include with your payment or pay online at: www.duke-energy.com

XXXXXXXXXXXX Bar Coding XXXXXXXXXXXXXXXXXXX

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

PO Box 70516
Charlotte, NC 28272-0516

Your Account Number: 0000159008

Total Amount Due: \$373.89

Due Date: Oct 22, 2009

HeatShare Contribution: \$ _____

Total Amount Enclosed: \$ _____



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$373.89

Service Period: Sep 1, 2009 – Oct 1, 2009

(Variable Message Box)

Explanation of Current Product Charges			
Meter Number	Usage	Rate Schedule Description	Charge Amount
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		Rider SRA-SRT, System Reliability Tracker	6.60
		Rider TCR, Transmission Cost Recovery Rider	5.50
		Rider DR, Storm Recovery Rider	2.75
		Rider EER, Energy Efficiency Revolving Loan Program Rider	12.10
		Rider OET, Ohio Excise Tax Rider	4.40
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		Rider DR-SAWR, Energy Efficiency Recovery Rate	13.20
		Rider UE-ED, Uncollectible Expense – Electric Distribution	4.95
		Electricity Usage	323.89
		Plug In/Electric Vehicle Fee (PEV)	25.00
		Returned Check Fee (Miscellaneous Charge)	20.00
		Reconnection Fee (Miscellaneous Charge)	5.00
		Total Current Product Charges	\$373.89





Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$504.05

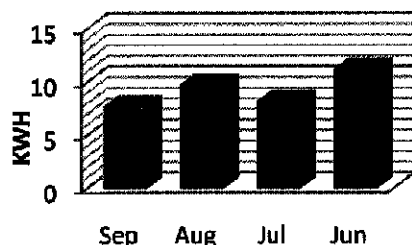
Service Period: Sep 1, 2009 – Oct 1, 2009

Your Duke Energy Statement and DISCONNECTION NOTICE

Check out your personalized Smart Energy Portal by
visiting: www.duke-energy.com/specificURL

Summary of What You Owe

(This will build to 13 months) Electric Usage



Electricity Usage	This Month	Same Month Last Yr
Total KWH	2,415	2,015
Days	31	29
AVG KWH per Day	78	134
AVG Cost per Day	\$10.08	\$16.11

Please pay \$130.16 (past due balance) immediately to avoid DISCONNECTION of electric service. If service is disconnected, \$504.05 (past due balance + current bill amount) must be paid to restore service. If your payment has been made, please accept our thanks. If you have any questions about your account, please contact Duke Energy.

Amount owed on your Previous Statement...\$130.16
Payments Received – thank you.....- 0.00
Balance Forwarded.....130.16
Adjustments to Previous Periods.....0.00
Miscellaneous Charges.....25.00
Current Charges:
Electricity Usage 323.89
Plug In/Electric Vehicle Fee (PEV) 25.00
Total Amount Due.....\$504.05
Amount Due After Oct 22, 2009.....\$511.61

Please visit us at www.duke-energy.com for details on:

- New Products
- Rate Schedule and Tariff
- Personal Time of Use
- Home Energy Management Systems

Please direct inquiries to: 800-777-9898 or
P. O. Box 1090, Charlotte, NC 28201-1090
You can also visit us online at: www.duke-energy.com

Our records indicate your preferred method of contact is:
leslie.brown@atv.net. If this is incorrect, please follow the
instructions on the back of this statement.



Page 1 of 2

Duke Energy Payment Enclosure

Please include with your payment or pay online at: www.duke-energy.com

XXXXXXXXXXXX Bar Coding XXXXXXXXXXXXXXXXXXXX

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

PO Box 70516
Charlotte, NC 28272-0516

Your Account Number: 0000159008

Total Amount Due: \$504.05

Due Date: Oct 22, 2009

HeatShare Contribution: \$ _____

Total Amount Enclosed: \$ _____



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$504.05

Service Period: Sep 1, 2009 – Oct 1, 2009

(Variable Message Box)

Explanation of Current Product Charges			
Meter Number	Usage	Rate Schedule Description	Charge Amount
508968	15.023 KWH	Customer Charge	36.51
		Generation Energy Charge	1.81
		Distribution Delivery Charge	0.40
		Total TD-AM Shoulder Period Usage Charge (Winter)	2.21
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		Total TD-AM Off-Peak Energy Usage Charge (Summer)	38.64
		Rider PTC-AAC, Annually Adjusted Component Rider	8.80
		Rider PTC-FPP, Fuel and Economy Purchased Power Rider	7.70
		Rider SRA-CD, Capacity Dedication Rider	2.20
		Rider SRA-SRT, System Reliability Tracker	6.60
		Rider TCR, Transmission Cost Recovery Rider	5.50
		Rider DR, Storm Recovery Rider	2.75
		Rider EER, Energy Efficiency Revolving Loan Program Rider	12.10
		Rider OET, Ohio Excise Tax Rider	4.40
		Rider RTC, Regulatory Transition Charge Rider	4.89
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		Rider UE-ED, Uncollectible Expense – Electric Distribution	4.95
		Electricity Usage	323.89
		Plug In/Electric Vehicle Fee (PEV)	25.00
		Returned Check Fee (Miscellaneous Charge)	20.00
		Reconnection Fee (Miscellaneous Charge)	5.00
		Total Current Product Charges	\$373.89





Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$353.89

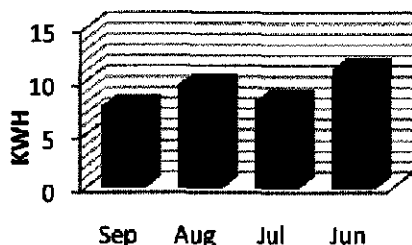
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(Critical Message Box)

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P. O. Box 1090, Charlotte, NC 28201-1090
You can also visit us online at: www.duke-energy.com



Amount owed on your Previous Statement...\$630.16
Payments Received – thank you.....-630.16
Cancelled Reconnection Fee.....-20.00
Balance Forwarded.....-20.00
Adjustments to Previous Periods.....0.00
Miscellaneous Charges.....25.00
Current Charges:
Electricity Usage 323.89
Plug In/Electric Vehicle Fee (PEV) 25.00
Total Amount Due.....\$353.89
Amount Due After Oct 22, 2009.....\$359.20

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- Home Energy Management Systems

Page 1 of 2

Duke Energy Payment Enclosure

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Your Account Number: 0000159008

Total Amount Due: \$353.89

Due Date: Oct 22, 2009

XXXXXXXXXXXX Bar Coding XXXXXXXXXXXXXXXXXXXX

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

HeatShare Contribution: \$ _____

PO Box 70516
Charlotte, NC 28272-0516

Total Amount Enclosed: \$ _____



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
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Service Period: Sep 1, 2009 – Oct 1, 2009

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		Rider DR, Storm Recovery Rider	2.75
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		Rider OET, Ohio Excise Tax Rider	4.40
		Rider PTC, Regulatory Transition Charge Rider	4.89
		Rider USF, Universal Service Fund Rider	13.75
		Rider DR-IM, Infrastructure Modernization Rider	3.85
		Rider DR-ECF, Economic Competitiveness Fund Rider	9.90
		Rider DR-SAWR, Energy Efficiency Recovery Rate	13.20
		Rider UE-ED, Uncollectible Expense – Electric Distribution	4.95
		Electricity Usage	323.89
		Plug In/Electric Vehicle Fee (PEV)	25.00
		Returned Check Fee (Miscellaneous Charge)	20.00
		Reconnection Fee (Miscellaneous Charge)	5.00
		Total Current Product Charges	\$373.89





Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

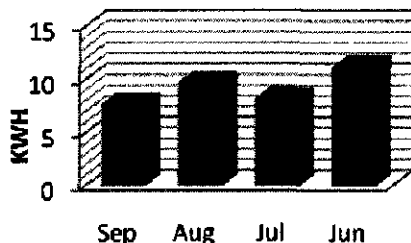
Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$373.89

Service Period: Sep 1, 2009 – Oct 1, 2009

Your Detailed Duke Energy Statement

Check out your personalized Smart Energy Portal by
visiting: www.duke-energy.com/specificURL

(This will build to 13 months) Electric Usage



Electricity Usage	This Month	Same Month Last Yr
Total KWH	2,415 E	2,015
Days	31	29
AVG KWH per Day	78	134
AVG Cost per Day	\$10.08	\$16.11

The electric usage on this bill has been estimated for 18 of the last 31 days due to a meter malfunction or meter communication issue. Please visit your Daily Usage portal for detailed usage information.

Our records indicate your preferred method of contact is: leslie.brown@atv.net. If this is incorrect, please follow the instructions on the back of this statement.

Please direct inquiries to: 800-777-9898 or
P. O. Box 1090, Charlotte, NC 28201-1090
You can also visit us online at: www.duke-energy.com



Duke Energy Payment Enclosure

Please include with your payment or pay online at: www.duke-energy.com

XXXXXXXXXXXX Bar Coding XXXXXXXXXXXXXXXXXXXXXXXX

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

PO Box 70516
Charlotte, NC 28272-0516

Summary of What You Owe

Amount owed on your Previous Statement...\$630.16
Payments Received – thank you.....- 630.16
Balance Forwarded.....0.00
Adjustments to Previous Periods.....0.00
Miscellaneous Charges.....25.00
Current Charges:
Electricity Usage 323.89
Plug In/Electric Vehicle Fee (PEV) 25.00
Total Amount Due.....\$373.89
Amount Due After Oct 22, 2009.....\$379.50

Please visit us at www.duke-energy.com for details on:

- New Products
- Rate Schedule and Tariff
- Personal Time of Use
- Home Energy Management Systems

Your Account Number: 0000159008

Total Amount Due: \$373.89

Due Date: Oct 22, 2009

HeatShare Contribution: \$ _____

Total Amount Enclosed: \$ _____



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$373.89

Service Period: Sep 1, 2009 – Oct 1, 2009

(Variable Message Box)

Explanation of Current Product Charges			
Meter Number	Usage	Rate Schedule Description	Charge Amount
508968	15.023 KWH E	Customer Charge	36.51
		Generation Energy Charge	1.81
		Distribution Delivery Charge	0.40
		Total TD-AM Shoulder Period Usage Charge (Winter)	2.21
	190.345 KWH E	Generation Energy Charge	92.14
		Distribution Delivery Charge	20.86
		Total TD-AM On-Peak Energy Usage Charge (Winter)	113.00
	12.567 KWH E	Generation Energy Charge	0.35
		Distribution Delivery Charge	0.08
		Total TD-AM Off-Peak Energy Usage Charge (Winter)	0.43
	704.912 KWH E	Generation Energy Charge	26.51
		Distribution Delivery Charge	6.00
		Total TD-AM On-Peak Energy Usage Charge (Summer)	32.51
	1,699.111 KWH	Generation Energy Charge	31.51
		Distribution Delivery Charge	7.13
		Total TD-AM Off-Peak Energy Usage Charge (Summer)	38.64
		Rider PTC-AAC, Annually Adjusted Component Rider	8.80
		Rider PTC-FPP, Fuel and Economy Purchased Power Rider	7.70
		Rider SRA-CD, Capacity Dedication Rider	2.20
		Rider SRA-SRT, System Reliability Tracker	6.60
		Rider TCR, Transmission Cost Recovery Rider	5.50
		Rider DR, Storm Recovery Rider	2.75
		Rider EER, Energy Efficiency Revolving Loan Program Rider	12.10
		Rider OET, Ohio Excise Tax Rider	4.40
		Rider RTC, Regulatory Transition Charge Rider	4.89
		Rider USF, Universal Service Fund Rider	13.75
		Rider DR-IM, Infrastructure Modernization Rider	3.85
		Rider DR-ECF, Economic Competitiveness Fund Rider	9.90
		Rider DR-SAWR, Energy Efficiency Recovery Rate	13.20
		Rider UE-ED, Uncollectible Expense – Electric Distribution	4.95
		Electricity Usage	323.89
		Plug In/Electric Vehicle Fee (PEV)	25.00
		Returned Check Fee (Miscellaneous Charge)	20.00
		Reconnection Fee (Miscellaneous Charge)	5.00
		Total Current Product Charges	\$373.89





Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$1,004.05

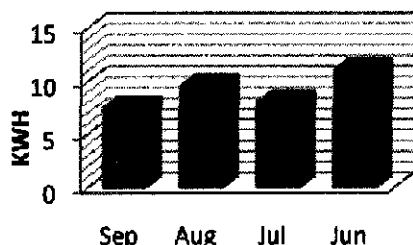
Service Period: Sep 1, 2009 – Oct 1, 2009

Your Detailed Duke Energy Statement

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Summary of What You Owe

(This will build to 13 months) Electric Usage



Electricity Usage	This Month	Same Month Last Yr
Total KWH	2,415	2,015
Days	31	29
AVG KWH per Day	78	134
AVG Cost per Day	\$10.08	\$16.11

(Critical Message Box)

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leslie.brown@atv.net. If this is incorrect, please follow the
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Page 1 of 2

Duke Energy Payment Enclosure

Please include with your payment or pay online at: www.duke-energy.com

XXXXXXXXXXXX Bar Coding XXXXXXXXXXXXXXXXXXXX

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

PO Box 70516
Charlotte, NC 28272-0516

Your Account Number: 0000159008

Total Amount Due: \$1,004.05

Due Date: Oct 22, 2009

HeatShare Contribution: \$ _____

Total Amount Enclosed: \$ _____

400 00000321752 00001590085 00000000005 00000321756



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

Your Account Number: 0000159008
Statement Date: Oct 1, 2009
Due Date: Oct 22, 2009
Total Amount Due: \$1,004.05

Service Period: Sep 1, 2009 – Oct 1, 2009

(Variable Message Box)

Explanation of Current Product Charges			
Meter Number	Usage	Rate Schedule Description	Charge Amount
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Total Amount Due: \$373.89

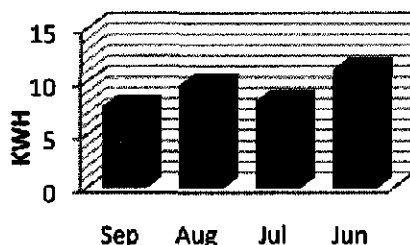
Service Period: Sep 1, 2009 – Oct 1, 2009

Your Final Duke Energy Statement

Check out your personalized Smart Energy Portal by
visiting: www.duke-energy.com/specificURL

Summary of What You Owe

(This will build to 13 months) Electric Usage



Electricity Usage	This Month	Same Month Last Yr
Total KWH	2,415	2,015
Days	31	29
AVG KWH per Day	78	134
AVG Cost per Day	\$10.08	\$16.11

This is your Final Bill – we appreciate your business.

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XXXXXXXXXXXX Bar Coding XXXXXXXXXXXXXXXXXXXX

Leslie Brown
PO Box 1234
Cincinnati, OH 12345-6789

PO Box 70516
Charlotte, NC 28272-0516

Your Account Number: 0000159008

Total Amount Due: \$373.89

Due Date: Oct 22, 2009

HeatShare Contribution: \$ _____

Total Amount Enclosed: \$ _____



Leslie Brown
1234 Main Street
Cincinnati, OH 12345-6789

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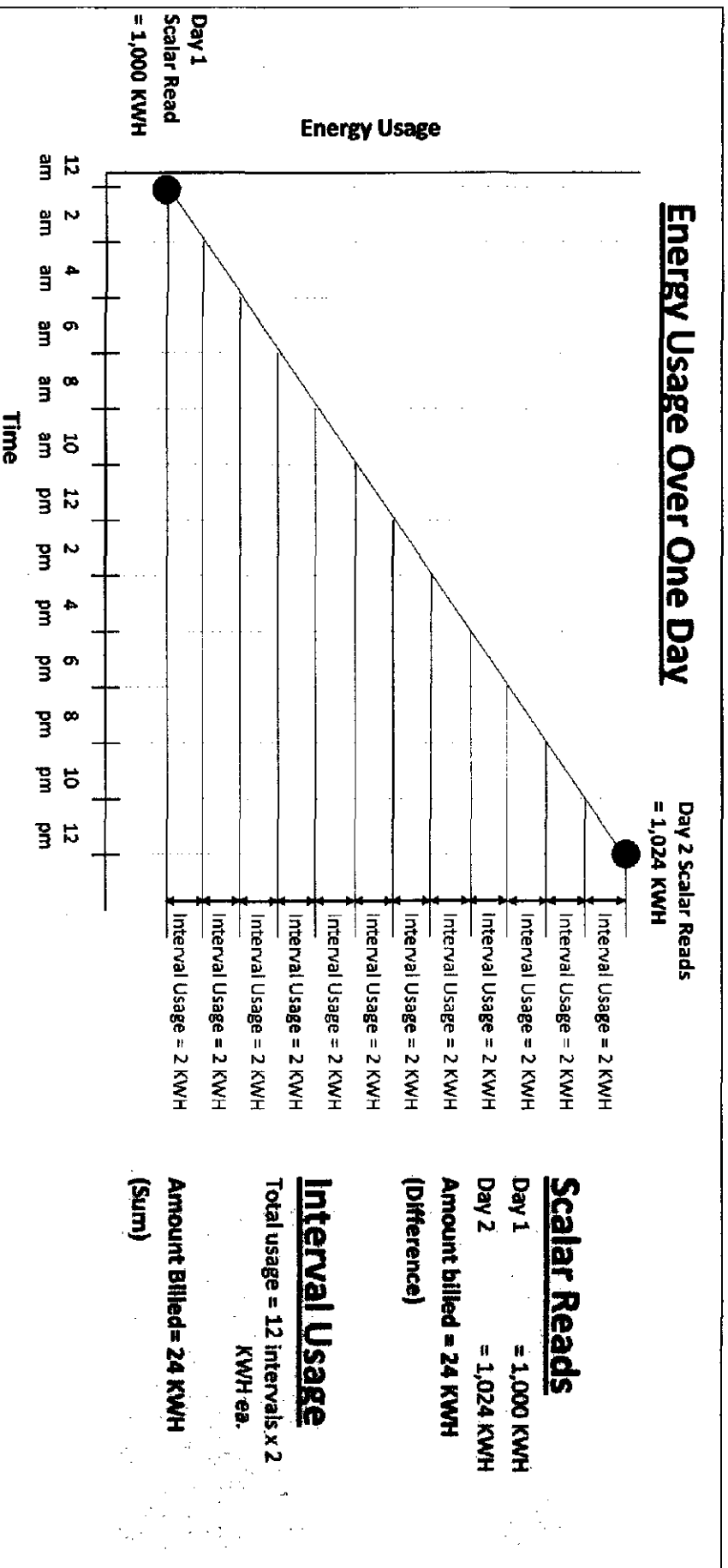
Scalar Reads and Interval Usage show the same information, but in different ways

Scalar Reads

- Scalar reads are like an odometer, it always shows the total energy usage since the meter was installed
- Therefore, the value of the Scalar reads will always go up over time as long as energy is being consumed

Interval Usage

- Interval usage shows only the usage in a specified period of time
- All the Interval Usage for a single day added together will be the same value as the Scalar difference from one day to the next



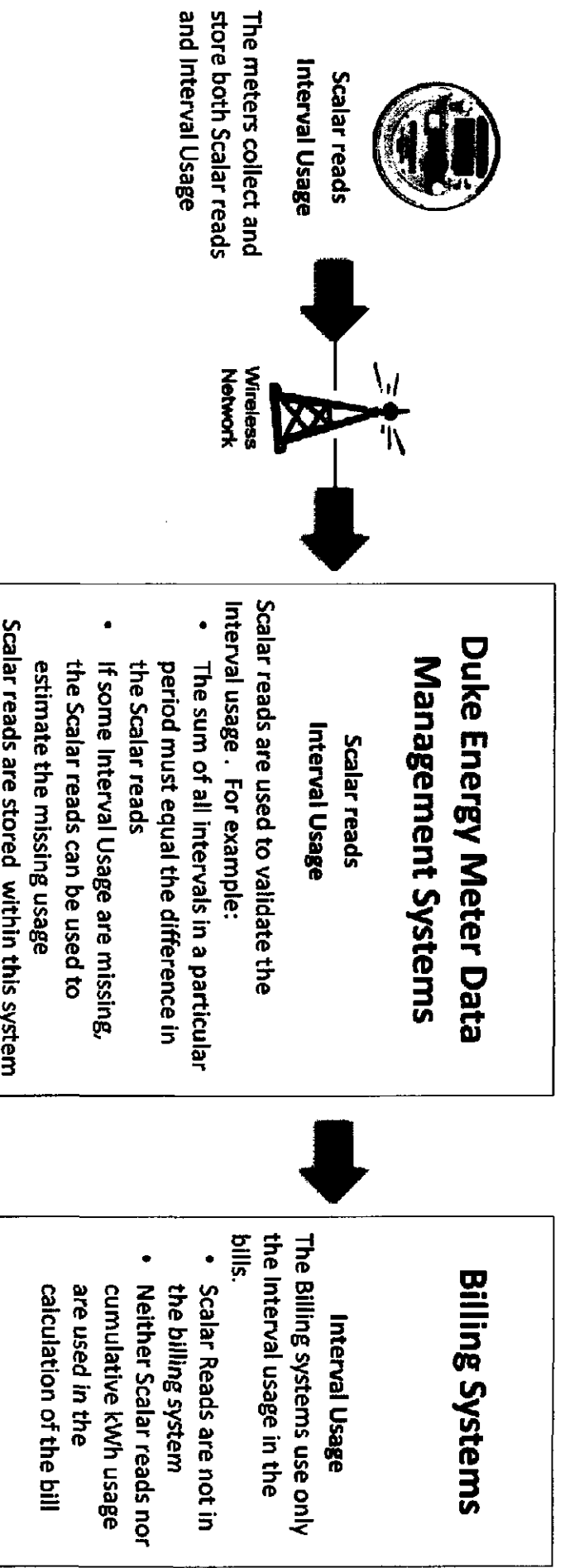
The Smart Meter



**Real-time Scalar
Meter Reading is
available at any
time on the
display**

Interval Usage and Scalar Reads are validated to make sure they are consistent. Validated Interval Usage is used for bill calculation

Flow of Scalar Reads and Interval Usage Meter Data



Interval Usage is essential for time of use pricing since rates and usage differs based on the time of day

Time of use Pricing

- Time of use pricing is based on different pricing for different times of the day
- To accurately bill customers, Duke must know the customers usage for these different times

Example of Time of Use Pricing (Summer PTC-BG)

Time Interval	Rate Tier	Price / KWH	Customer Energy Usage (KWH)	Billed Amount
12 am – 9 am	Off Peak	\$0.008577	4	\$0.03
9am – 12 pm	Shoulder	\$0.075319	8	\$0.60
12 pm – 7pm	On Peak	\$0.115249	10	\$1.15
7 pm – 10 pm	Shoulder	\$0.075319	12	\$0.90
10 pm – 12 am	Off Peak	\$0.008577	6	\$0.05
Total				\$2.73

Without interval usage, it would be impossible for Duke to bill Time of Use

Phase I Customer Support Planned Learnings

- We will be learning how best to support the customer during the Phase I Pilot including:
 - How customers use the new rates and bill format
 - *What questions will customers ask?*
 - *What usage changes will customers make in response to TD-AM rates?*
 - *What information is most useful?*
 - How high bill inquiries are addressed (with and without access to Online Services (OLS) and Daily Usage)
 - What reports or analyses are needed to support Customer Service
- These will be important inputs as we move to larger rollouts of new Smart Grid products and services

Residential Meter Reading Then and Now

Area	Traditional Approach	Smart Meter Approach
Data Access & Collection	Manual collection – Monthly after the period in an invoice	Electronic collection – 15 minute intervals – Daily access to hourly data
Data Granularity	1 data point per month	Over 2700 data points per month provides insight into usage
Rates	Flat Monthly Rate	Time of Use – billing is based upon time that consumption occurred
Key Billing Determinants	Season(s); Monthly start reading; Monthly End reading; Rate / kWh	Season(s); Peak usage; Peak Rate; Shoulder Usage; Shoulder Rate; Off Peak Usage; Off peak Rate
Usage & Charges Information	Historical Monthly Reading; Usage (kWh); Rates; Comparison; Charges	Usage by Time of Use; Rate by Time of Use; Graphics; Comparison; Charges; Online portal access to daily usage

The customer gets more information, with higher frequency, and earlier - providing the customer the ability to change their consumption during the period and manage their total energy costs.

Handling High Bill Inquiries during the Pilot

- **Customer calls Duke with High Bill inquiry.** Request for information is supported by specialized center (Customer Management team) with access to OLS and Daily usage to diagnose customer issues
 - Escalation to Subject Matter Experts as needed
 - Go to the Bill Analysis tab to compare energy bills (last month or last yr)
 - Bill highlights – items that could have driven a high bill
 - i.e. Energy Usage went up \$3.40 because the bill cycle period was one day longer, etc.
 - Home Profile survey available to gather more information
 - Weather impacts, appliances, lifestyle, etc.
 - Provide recommendations on how to manage consumption to lower energy costs
 - Daily Usage to review load patterns for linkage to energy usage (see Appendix for more information)
 - (i.e. spike on Saturday afternoon when customer had home renovations underway etc.)

Tools Available to Customer

